



DEPARTMENT OF ADMINISTRATIVE SERVICES  
MEMORANDUM

**To:** Mayor's Office  
**From:** Joshua Ihrig  
**Subject:** Digital Survey Plan  
**Date:** November 13, 2019

WHEREAS it is in the best interest of Provo City to work towards a municipality where all individuals and communities in Provo, including the most disadvantaged, have access to and use of information and communication technologies such as:

- 1) Affordable, robust broadband internet service;
- 2) Internet-enabled devices that meet the needs of the user;
- 3) Access to digital literacy training;
- 4) Quality technical support; and
- 5) Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.

WHEREAS Provo City requires timely and accurate data to make informed decisions so that city policies and programs can be tailored and aligned to meet the digital equity needs of Provo residents.

WHEREAS Provo City services are best developed, provided, and improved with a full understanding of our community's capability, or lack thereof, to digitally engage with their community and local government.

NOW THEREFORE, the Information Systems Division of Provo City formally submits our intent to develop a plan to conduct a periodic digital inclusion needs assessment of both residents and internet providers under the following general guidelines:

- I. The information should be gathered using reliable and valid survey tools and data collection methods. Special care should be given that at-risk populations are represented when collecting resident surveys especially low-income, immigrant, and minority populations.
- II. All internet service providers in Provo should be contacted, to determine location limitations of the offering(s), the speed of the offering(s), and the cost of the offering(s).
- III. Using statistical survey methods, residents will be asked about their in-home device access. Questions about types of devices they own, number of devices, the condition of those devices and their skills to use their devices will be assessed through effective survey instruments. Additionally, questions about accessibility will be asked to determine if certain individuals lack access to devices that they can readily use with minimal difficulty.
- IV. Affordability of internet service will be assessed using data from Provo residents, internet providers, and income data for Provo and surrounding regions. Comparisons will be made between Provo offerings, other regional offerings, Utah offerings, and National offerings to ensure that Provo continues to offer affordable internet options.
- V. The report will be shared with residents through various forms including, but not limited to, public forums, social media platforms, press releases, and official Provo City government documentation.