



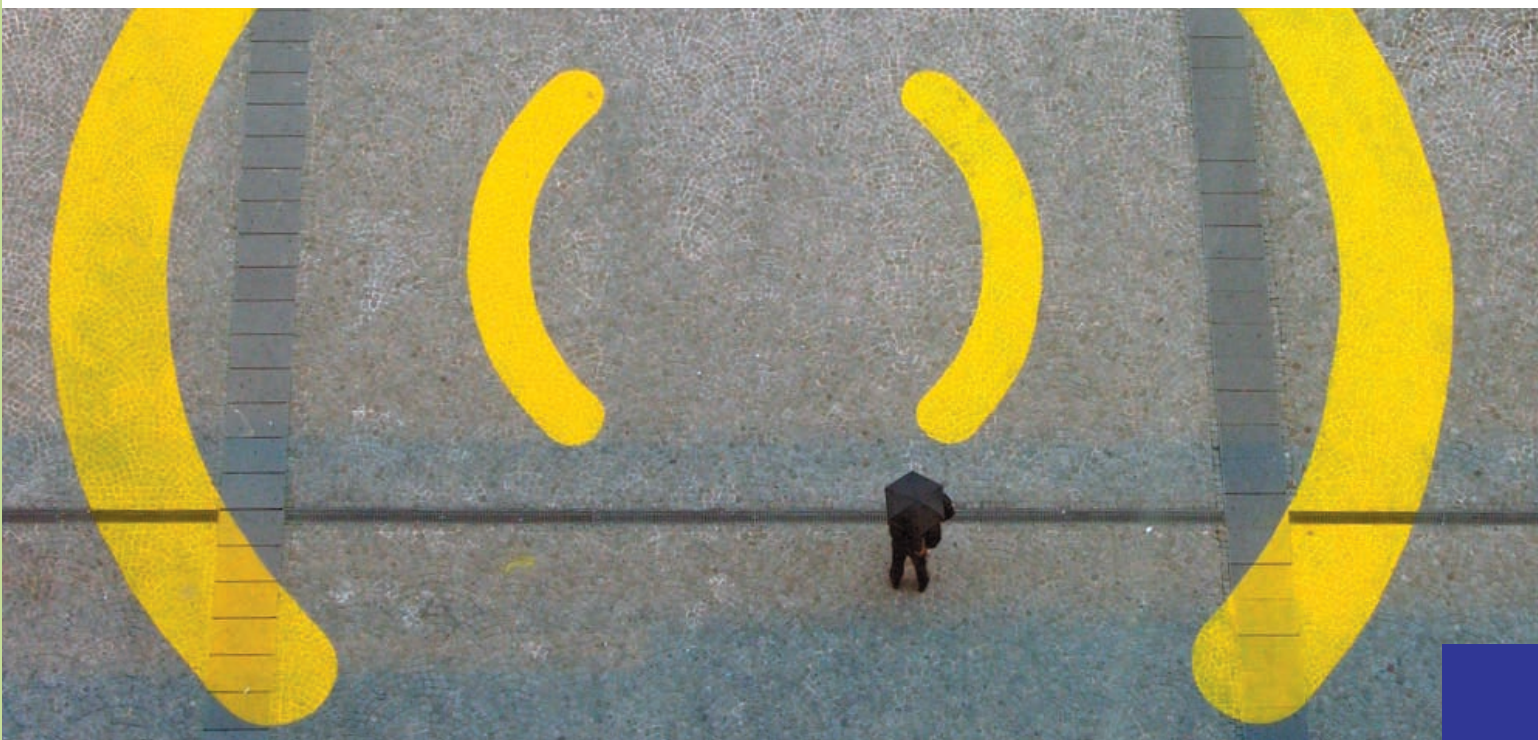
Nonprofit Technology Network

No Strings Attached -

Nonprofits' Role in Municipal Wireless Programs

**An NTEN Report
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About NTEN

Where the Nonprofit Technology Community Meets

NTEN aspires to a world where all nonprofit organizations skillfully and confidently use technology to meet community needs and fulfill their missions.

We are a membership organization of nonprofit technology and program staff and technology providers. Our members share a common goal of helping nonprofits use all aspects of technology more effectively.

We believe that technology allows nonprofits to work with greater social impact. Our goal is to enable our members to do their jobs better, and to help their organizations strategically use technology so that they, in turn, will make the world a better, just, and equitable place.

NTEN facilitates the exchange of knowledge and information within our community. We connect our members to each other, provide professional development opportunities, educate our constituency on issues of technology use in nonprofits, and spearhead research, advocacy, and education on technology issues affecting our entire community.

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Introduction

Municipal wireless programs are springing up all over the country. Big cities and small towns are working to close the digital divide by providing free or low-cost access to the Internet¹. What does this mean for nonprofit organizations? Can they play a role in shaping a city or town's wireless program? How do nonprofit organizations ensure that there are relevant resources for their communities of interest? And finally, how can nonprofit organizations best position themselves to take advantage of the opportunities that wireless online access offers for the delivery of programs and services?

Nonprofits might be wondering why they should care about municipal wireless programs at all. Surely free or low cost Internet access for the community sounds great in its own right. But municipal wireless programs are about much more than just affordable access to wireless Internet services.

In today's ultra networked and hyperlinked society being online means opportunity – the ability to find a job or housing, to access information about health- or child-care, or to further career prospects through training or educational services. Communities need to be able to take advantage of these opportunities, and simply having a wireless Internet connection is not enough. As representatives of and advocates for community interests, nonprofit organizations can play a pivotal role in assessing, representing, and meeting those needs. Nonprofit involvement will be crucial in helping the constituencies that could most benefit from digital inclusion, often low income or minority populations, receive the access, training and hardware they need to compete in the digital age.

Municipal Wireless

For the purposes of this report, we are defining a municipal wireless network as a government sponsored network that provides wireless Internet access to a city, town or rural region.

Municipal governments can work alone, or in partnership with a private company (a "public-private partnership") to provide this service. The scope of municipal wireless plans can vary from public "hot spot" access - generally in parks or public buildings - to blanket coverage of an entire city region. Municipal broadband programs, which provide broadband coverage using fiber optic networks, are also underway in many communities.

In order to best take advantage of municipal wireless services, strategic and mission-driven solutions are needed. There are two major points of potential impact for the nonprofit community when thinking about municipal wireless plans: The first is in the crafting of the plan itself to insure maximum benefit to the community, and the second is in the use of that access, both by nonprofits and their respective communities of interest.

1: To see a map of U.S. municipal wireless programs go to www.freepress.net/communityinternet/networks.php

Getting Started – Shaping Municipal Wireless Plans

When cities and towns are considering a municipal wireless program, nonprofits should get in at the planning stage to ensure that community interests are considered. Nonprofits can play an important role in bringing a community together to define its needs and working with the government to stress the importance of a complete digital inclusion plan. Provisions for supplying hardware, training, and relevant online content are a crucial part of enabling communities to take advantage of the many benefits that wireless Internet services can provide, and just one of many ways nonprofits can help realize digital inclusion.

Every community is different and will have different needs. Some may be best served by free access, some by low-cost access combined with training and hardware delivery. Some communities may wish to prioritize funding for existing nonprofit programs that work on digital inclusion, or perhaps an organization to provide those services needs to be established. Identifying and communicating the needs specific to your city or town is a crucial step in helping to create a truly useful municipal wireless plan².

Timing plays an important role when exploring the needs of a community. The earlier that nonprofit leaders get involved at the planning stage, the more flexibility they will have in influencing outcomes. Cities will typically issue a Request for Proposal (RFP), inviting service providers to compete for their business. Having the expected community benefits spelled out in a separate Community Benefits Agreement, or as part of the RFP not only saves

time by weeding out companies that can not meet a communities' needs, it also sets the stage to have the community benefits worked into the contract that is signed, providing more leverage to ensure that the needs will actually be met.

What is a Community Benefits Agreement?

Some cities are including a formal Community Benefits Agreement with their Requests for Proposals. Simply put a CBA is a legal document, or part of the RFP and ensuing contract, that spells out the desired and expected community services for a project. Each CBA will be different and reflect the unique needs of the community involved. Benefits can include community trainings, free or low cost wireless service, and subsidized computers.

See our case study on Minneapolis, below, to learn about how one city used a CBA and what community benefits were identified and worked into the city's contract.

For more information on CBAs in general see the Center for Policy Initiatives' description at http://www.onlinecpi.org/campaigns_responsible_benefits.html

²: Additional case studies exploring municipal wireless programs and their community benefits in the United States can be found at www.muniwireless.com/article/archive/31/. International case studies can be seen at www.w2i.org/pages/case_studies/index.html

Once there is a signal and the hardware to use it, it is important to ensure that the people who will benefit from Internet access know how put the two together. Community trainings are a key component when taking that step – and this is where non-profit groups can play an important role in ensuring that their respective communities of interest have the training needed to take advantage of online access.

Specific communities that may be unfamiliar with technology will need the most support, but even technologically-savvy users will need to know where to look to find information of interest. Non-profits that are familiar with the needs of their constituents can not only help local governments know what kinds of information should be available, but also help to create that content.

Even the most well-thought-out and strategic deployment of municipal wireless will need maintenance and support to keep the program going. Who should people call if they can't connect to the Internet? What should they do if the free refurbished computer they received suddenly crashes? Each step of the program should include resources for long term support. By working together local governments and nonprofits can establish a set of resources for the community, so that citizens can get online, find information of interest, and stay online.

Five Ways Nonprofits Can Provide Services to Implement Digital Inclusion

1. Educating government officials about community needs.
2. Technical training and support – Many people will need training on computers in general and accessing and navigating wireless networks in particular. Support services will be crucial to the success of any digital inclusion program once the signal is established.
3. Providing hardware – Free or low cost wireless access can not be used without a computer or handheld device. By subsidizing new or refurbished hardware nonprofits can help more people get online.
4. Stewarding funds – If a municipal program establishes new funding for nonprofit services nonprofits with experience distributing funds are well placed to manage and direct this new funding.
5. Providing relevant content – Nonprofit organization can generate and locate online content that will benefit their constituents.

Stories from the Field

Every community will have its own unique needs and resources that will shape its municipal wireless experience. By looking at the experiences of four large cities -- San Francisco, Philadelphia, Minneapolis, and Sacramento -- nonprofits can learn valuable lessons in what to do, and what not to do in their own community. All of these cities are moving ahead with public-private partnerships to bring wireless services to their residents, and all have involved the nonprofit sector in their planning.

San Francisco

Although San Francisco has a well deserved reputation as a technologically advanced city, as recently as 2004 over 70% of its low-income residents, and 30% of all San Franciscans, had no Internet access in their homes. In order to address this lack of access, particularly among low-income communities, San Francisco is implementing a Digital Inclusion Program as part of its "TechConnect" municipal wireless initiative.

This city-run program aims to improve the lives all San Franciscans by providing them with access to free municipal wireless service at speeds suitable for checking email or basic web browsing as well as a lower digital inclusion rate for qualifying low-income residents that will offer higher speed access to the network. The city also is working to ensure that underserved communities have access to affordable hardware and the training and relevant content needed to take advantage of the municipal wireless network.

When the city first announced that it was pursuing a municipal wireless program, the nonprofit community worked with the government, both through the formal comment period and directly with elected officials, to ensure that digital inclusion would be addressed. As a result of the proactive stance by area nonprofits, a Digital Inclusion Community Task Force was created and staffed in part by nonprofit representatives. The city also created a new position, the Project Director of Digital Inclusion Programs, to ensure that all San Francisco residents would benefit from the municipal wireless network.

The task force which met monthly, was made up of community representatives, including staff from nonprofit and philanthropic organizations. The job of the task force was to outline the technology needs of the city's underserved populations and the existing community resources that could be incorporated into the plan.

A formal digital inclusion strategy, released in early 2007, was also created. The strategy identifies four primary objectives, and explores possible avenues of implementation, many of which focus on working with nonprofit organizations to help promote and fund their programs. The complete digital inclusion strategy and an executive summary is on the TechConnect website (www.sfgov.org/techconnect) in the Digital Inclusion section.

Objectives of the San Francisco Digital Inclusion Program

- Support all San Franciscans in acquiring the technology and skills needed to use the Internet to access jobs, education, healthcare, government services and other information services.
- Create a more vibrant San Francisco by leveraging the Internet to enhance communication, empower new voices, enhance civic engagement and increase the connectedness of physical and cultural communities.
- Enhance San Francisco's role in the local, regional and global economy by expanding opportunities for innovation and participation.
- Encourage collaboration throughout San Francisco by partnering with existing organizations serving the community, strengthening technology adoption and advancing digital empowerment.

The Digital Inclusion Task force and the Director of Digital Inclusion Programs also worked to ensure that the public/private partnership negotiated with EarthLink and Google included community benefit provisions that support the city's stated objectives.

Although the original RFP issued by the city did not include community benefits, negotiations through the selection process resulted in securing 5% of the revenues from the municipal wireless network to fund digital inclusion programs, free wireless access at low speeds, and fee-for-service access to the wireless network at higher speeds, as well as a special digital inclusion rate for qualifying individuals.

Emy Tseng, the Director of the Digital Inclusion Project, is working closely with nonprofit organizations to tap the existing technology access, support and training programs that they provide rather than create new programs that would replicate existing nonprofit efforts. "San Francisco is lucky to have a wealth of nonprofits working on technology issues" Tseng says. "My vision is to harness the efforts already underway, and to ensure that people working on digital inclusion in all sectors can share resources and move forward together as a cohesive network."

To that end, Tseng is looking to create ways for nonprofits that work on digital inclusion to find each other through online resources, and methods by which clients of nonprofits can evaluate the programs and offer feedback.

Moving forward, the public-private partnership with Google and EarthLink must be approved by the San Francisco Board of Supervisors, some of whom have expressed reservations about the arrangement. These supervisors are responding to public criticisms about corporate control over the wireless network, the speed of the free internet access and concerns about privacy.

The ongoing political debate in San Francisco will likely raise interesting points concerning the underlying structure of a municipal wireless deal, whether public-private partnership, or city run, and offer lessons for other cities struggling with this issue.

San Francisco's Wireless Program

To learn more about San Francisco's municipal wireless program see the TechConnect project on the City of San Francisco's website at:
<http://www.sfgov.org/techconnect>

Philadelphia

When Philadelphia decided to go wireless the non-profit sector was included from the start in its plans. In fact, the city government set up a nonprofit organization, Wireless Philadelphia, to enact its municipal wireless initiative. Wireless Philadelphia is working with EarthLink to bring wireless service to the city by the fall of 2007, with pilot projects already underway.

Wireless Philadelphia assessed the needs of the community and how nonprofits can best meet those needs through a series of meetings with individual nonprofit organizations. From these meetings grew the beginnings of a digital inclusion process that was brought back to the community and then ultimately worked into the request for proposal.

Working with Earthlink and the nonprofit community, Wireless Philadelphia negotiated lower digital inclusion rates for qualifying customers. This included: Free access at community centers selected by district council people, a partnership with EARN (Employment Advancement Retention Network) Centers located throughout Philadelphia that provide career training and job seeking assistance, and the creation of six online portals to meet specific community needs for Teens, Young Adults, Parents and Children, Seniors, Visitors, and Small Businesses.

Wireless Philadelphia also negotiated an offer by Earthlink to finance the construction of the wireless network. Originally the plan had called for construction to be financed by city bonds, which would be paid back from the revenue generated by the Earthlink services.

Minneapolis

The bond arrangement could have left Philadelphia taxpayers on the hook for costs if people did not sign up for service at expected levels. With Earthlink assuming the costs for building the network, Wireless Philadelphia uses the fees it earns to purchase computers for low-income households and provide computer training.

Greg Goldman, the Executive Director of Wireless Philadelphia, stresses the importance of working with all the stakeholders when implementing a municipal wireless plan. “Municipal wireless efforts present the greatest opportunity we have seen to date to address digital inclusion from the perspective of scale, due to the affordability and ubiquity afforded by these efforts. Partnerships between the government, the private sector and nonprofit organizations create multiple opportunities for participation by all the groups and constituents potentially affected by digital inclusion programs.”

Philadelphia’s Wireless Program

For more information on Wireless Philadelphia, see their website at <http://www.wirelessphiladelphia.org>

When Minneapolis decided to adopt municipal wireless service for its residents in 2004, it also employed an inclusive strategy that involved the nonprofit community. A team of city technology experts worked with representatives from business, education, nonprofits, and the community in general to examine how other cities are approaching wireless issues and to determine its own government’s business needs, costs, funding options, trends, and technology.

The nonprofit sector in Minneapolis was organized and coordinated by C-CAN, the Community Computer Access Network, a volunteer organization which established the Digital Access program to address municipal wireless and digital inclusion plans. C-CAN was a natural focal point for the nonprofit community. The organization was founded in 2001 specifically to help local non-profit organizations provide access and technology literacy programs in underserved communities. Using the services of 24 Americorps Vista volunteers, C-CAN worked with local nonprofits to identify the needs of the community, and organize the nonprofits sector’s relationship with the government.

Catherine Settanni who organized the Digital Access program, stresses the importance of the nonprofit sector’s participation in municipal wireless programs. She notes that “whether the project will be privately or publicly financed, the only voice for those on the losing end of the technology divide may be non-profit leaders, so don’t be intimidated by the technology involved, this is essentially a community organizing effort—something we should know well how to do.”

Ironically, working on digital inclusion efforts often means that the very tools organizations are fighting for are not available as tools in the campaign. If the people nonprofits need to reach out to do not have computers and/or Internet access, organizing online is, of course, not an option. By attending city-sponsored stakeholder meetings, working with other nonprofits to bring their constituents to city council meetings, and by collecting data and hosting roundtable meetings C-CAN was able to initiate conversations on the digital inclusion needs in Minneapolis.

“Don’t be intimidated by the technology involved, this is essentially a community organizing effort--something we should know well how to do.”

—Catherine Settanni, C-Can Director

The fact that the nonprofit community worked actively with the City of Minneapolis played a big role in the success of the digital inclusion efforts in the city. Catherine Settanni says that “in order to ensure that all community residents benefit equally from municipal networks, the nonprofit sector needs to involve themselves with the project. Don’t expect City Hall to come looking for you, go to them with your concerns and demands; these projects use public resources, so everyone is a stakeholder!”

Minneapolis’ Community Benefit Agreement Includes:

- \$500,000.00 for a new digital inclusion fund
- 5% annually of pre-tax net income to the fund
- 2% of additional profits from adjacent community contracts to the fund
- Subsidized services to over 200 Community Technology Centers, and vouchers for trial accounts for the Centers to distribute
- A free “walled garden” of content that includes neighborhood portal pages, city websites, and public safety information
- 100% of portal page advertising revenue will be directed to the digital inclusion fund
- A content management system and server for neighborhoods and community groups
- A guarantee of network neutrality

As a result of the organizing efforts, the City Council amended the RFP language for the wireless initiative to require that vendors address digital inclusion through a formal and binding community benefits agreement. To ensure community engagement, the Council also directed city staff to assemble a Task Force to review public comment and community input on this issue.

Ultimately, the contract signed with the private company US Internet to provide wireless service to the City included almost all of the community benefit provisions proposed by the Task Force.

“Don’t expect City Hall to come looking for you, go to them with your concerns and demands; these projects use public resources, so everyone is a stakeholder!”
—Catherine Settanni, C-Can Director

The community benefits include guaranteed funding for a Digital Inclusion Fund, administered by the Minneapolis Community Foundation, that ensures that local nonprofits will have some means to carry out technology-related programs. The issue of “network neutrality” was addressed, as well as community content and subsidized services for local nonprofits. Minneapolis is on track to have its wireless network and digital inclusion plan in place in 2007 and communities around the country are looking to Minneapolis’s Community Benefits Agreement as a model for their own digital inclusion programs.

Minneapolis’ Wireless Program

For a more complete timeline of the activities in Minneapolis, as well as further information on the community benefits plan and other activities, see www.digitalaccess.org or The City of Minneapolis’ website at <http://www.ci.minneapolis.mn.us/wirelessminneapolis/>

Sacramento

When the city of Sacramento first started thinking about implementing a municipal wireless program, the nonprofit community was not immediately involved. In fact, the City issued a Request for Proposal, selected a vendor, and set up a pilot project in a downtown park before local nonprofits were involved in the process.

While Sacramento city government moved forward with its plan, several other cities, including Philadelphia and San Francisco, also negotiated proposals for municipal wireless programs. In comparing these projects, the Sacramento nonprofit community was able to see that their deal did not offer as favorable terms for funding and free Internet speeds as other cities had negotiated.

During this time, several organizations, including the Sacramento Region Community Foundation, the Nonprofit Resource Center, Access Sacramento, and California Common Cause worked together to approach elected officials, to testify at city council meetings and to educate the local government

about the need for more robust community benefits to municipal wireless. These included high-speed low- or no-cost internet accounts for low-income residents, training opportunities, and improved access to hardware.

The push to educate city government about the potential benefits of a digital inclusion program paid off for the nonprofit community and for the people they serve. The mayor formed an ad hoc committee that included the mayor and three city council people. Based in part on the suggestions of local nonprofits and the ad hoc committee, the city then issued another request for proposals and this time it included provisions for more free Internet accounts at faster speeds as well as funding for training and equipment for low-income communities. The new RFP also specified that 7% or more of all advertising revenue generated by the free services must be earmarked to support qualified nonprofit organizations for programs such as creating additional free access points at libraries, schools or community centers, purchasing computers, and providing technical support for qualifying households.

“It was very exciting to see representative government in action” says Ruth Blank, Chief Executive Officer of the Sacramento Region Community Foundation. “City officials have many other considerations, but when the nonprofit community brought the importance of community benefit (in the context of the municipal wireless plan) the government acted on it.”

As of early 2007, the city of Sacramento is reviewing four bids received in response to the second request for proposal.

The Sacramento Region Community Foundation (SRCF) took an active role in bringing the local nonprofit community. The Foundation worked with a core group of nonprofit leaders to organize meetings with city officials to ensure that nonprofit voices were heard by decision makers. As the SRCF and its partner agencies worked to ensure that digital inclusion became a part of the City of Sacramento’s municipal wireless plan, they needed to step outside their traditional role of working solely with other nonprofits and forge new relationships with local government and with communities and neighborhoods that they had not previously worked with.

“Think outside the box. Through our Digital Inclusion Initiative, we are seeing that there are many opportunities available to not only work with our nonprofit partners, but to work with people and agencies from different sectors.”

—Arlene Wilson-Grant,
Program Officer, Sacramento Regional
Community Foundation

The Sacramento Region Community Foundation secured funding from the Community Technology Foundation of California to run a pilot project of its own. The project will operate in a low-income community that has little or no access to wireless Internet access and will provide training and resources to the people of that community. The SRCF is currently selecting the site for this pilot project in conjunction with other nonprofit and community leaders to ensure that the right location is selected. The SRCF also worked in partnership with the Non-profit Resource Center to conduct a survey of local nonprofits about their technology needs, and the needs of the people those organizations serve. The survey showed that the nonprofit community has an overwhelming interest in the municipal wireless plan with 74% expressing a desire to receive information about the plan as it proceeded. The majority of nonprofits surveyed also felt that their clients would benefit from Internet access and free or low-cost computer training specifically in the areas of job seeking and health education.

By using a variety of methods including the survey and pilot project, and working with other nonprofit leaders as well as city government, the Sacramento Region Community Foundation has been able to not only further digital inclusion in their community, but also has found new ways to work within that community to strengthen the nonprofit presence and expand its role in municipal policy. One of the most important lessons that the foundation has learned according to Arlene Wilson-Grant, a Program Officer at the SRCF is to “Think outside the box. Through our Digital Inclusion Initiative, we are seeing that there are many opportunities available to not only work with our nonprofit partners, but to

work with people and agencies from different sectors.”

Building new relationships requires time and energy to establish the level of trust that is necessary for success, but that effort is rewarded with increased influence and potentially new opportunities for the nonprofit sector to serve their stakeholders.

Sacramentos’ Wireless Program

To see Sacramento’s Request for Proposal go to the City’s website at <http://www.cityofsacramento.org/finance/bids/details.cfm?lnk=1271>

Nonprofits and Digital Inclusion

Many nonprofits have been able to work with local government to help implement digital inclusion efforts. The Full Circle Fund offers one example of how a nonprofit worked with its city's government to help provide support, training, and hardware to the community.

The Full Circle Fund

Full Circle Fund recognizes that technology is a means to raising the quality of life for disadvantaged communities -- not an end unto itself. In its view, full digital inclusion requires a focus on community access to computers, training and technical support in addition to Internet access.

In order to make digital inclusion a reality, Full Circle Fund partnered with the San Francisco's Mayor's Office to ensure that its municipal wireless program was a more inclusive process that led to usable, tangible results for traditionally underserved communities that stood to gain the most from the city's municipal wireless program.

Full Circle Fund brought a nonprofit perspective to the planning process for San Francisco's municipal wireless initiative by creating a Wireless Expert Council to assist the city in developing its request for proposal. This council evolved into what is now the Mayor's TechConnect Task Force that ensures that programs to provide computers, training and support are in place to help communities in need take full advantage of municipal wireless service.

Full Circle Fund also worked directly with communities to get computers into the hands of citizens. In conjunction with BayCAT, they gathered and reported the first hard data on the digital divide in San Francisco by conducting a comprehensive survey of over 500 residents in the low-income neighborhood, Bayview/Hunters Point. The research found strong demand among low-income residents for high speed wireless, low-cost laptops and ongoing training and support.

With this research in hand, Full Circle Fund created a pilot laptop project in the Bayview/Hunters Point neighborhood. The pilot involved the sale of 75 low-cost WiFi-enabled laptops as well as the development of multilingual training sessions and instructional materials for community members. With the support of Full Circle members and other volunteer trainers, community participants received one-on-one training on how to sign up for email accounts, explore job search resources, and set up WiFi connections.

Building on the initiative in Bayview/Hunters Point, Full Circle Fund then helped the Mayor's Office develop a strategic plan to scale the Tech Connect initiative to include other events and additional communities. The first of these follow-up events is taking place in March 2007.

Nonprofits are perfectly positioned to work with local governments in the way Full Circle Fund has partnered with the city of San Francisco. By working directly with the communities that are most in need of the benefits of free Internet access, nonprofits can show a clear and compelling vision of the scope of programs needed to make digital inclusion a reality.

Full Circle Fund

To learn more about The Full Circle Fund's work with the City of San Francisco's municipal wireless program see:
<http://www.fullcirclefund.org/sftc.php>

Lessons Learned

What Should Nonprofits Be Aware Of in the Implementations of Muni Wireless Projects?

■ *Timing is Everything*

Well, maybe not everything, but it helps to get in early on a city's planning. If nonprofits take a role in shaping the RFP and ensure it includes provisions to meet the communities' needs, there will be a much better chance of meeting those needs.

■ *Understand everyone's stake in the process and work for a win-win situation.*

Everyone stands to gain when implementing a municipal wireless program, and understanding what exactly the benefits are, will help nonprofits work with the government and private companies for the best possible plan.

While we simplify here, the stakes are clear: People want meaningful Internet access that improves their lives. Government officials want to be responsive to their constituents (and get re-elected), and there is an important role for nonprofits to play in helping to bring residents (and voters) together with their representatives for an open dialogue. Private companies want to expand their customer base and earn revenue, and making the Internet accessible to more people does just that. Nonprofits want to run (and fund) programs that make their members and stakeholders lives better. Understanding these self-interests clearly in the negotiations is a useful starting point for collaboration.

■ *Have an open mind and be willing to compromise.*

Regardless of personal feelings on public/private partnerships, private companies in general, or local elected officials, remember that it is usually far better to be an active part of an imperfect plan, than to take no part in a bad or ineffective plan.

■ *Explore new opportunities for collaboration.*

Nonprofits are well positioned: they know their communities needs and exist to make sure they are met. Community groups, in particular, are in the best position to know exactly what would be most helpful to their members. Municipal wireless plans are the perfect chance for nonprofits to establish, or strengthen, ties with city governments. These new relationships can be used to further digital inclusion, and also to increase the nonprofit sectors visibility and influence in general.

■ *When it comes to funding, concentrate on expanding the funding base for the whole nonprofit community.*

Projects can be derailed in their early stages due to the natural competition for funds, but focus on the big picture - cooperation can help the entire nonprofit community in a given region. This requires visionary leaders who can and will look beyond their immediate organizational self-interest.

Lessons Learned

What Should Nonprofits Be Aware Of in the Implementations of Muni Wireless Projects?

- *At the same time, for nonprofits, it's all about the mission.*

Keep your eye on what is truly important, fulfilling the mission of your nonprofit organization. By understanding the needs of an organization's members and supporters, nonprofit staff can keep their priorities straight and identify meaningful ways to get involved in both the process of shaping a municipal wireless plan, and in implementing new or improved programs that take advantage of the results of the plan.

For case studies on mission-focused programs that use wireless technology, see our upcoming report "No Strings Attached – Using Wireless Internet for Social Change" or join NTEN at <http://groups.nten.org> to connect with other nonprofit leaders in the Wireless Technology affinity group.

Online Resources on Municipal Wireless

For the latest municipal wireless news, information on conferences and research reports see:

MuniWireless: www.muniwireless.com
and The Wireless Internet Institute
www.w2i.org

Also see the Free Press community internet section of their website at www.freepress.net/communityinternet/ for more information on community broadband as a public service.