



Many cities are making great efforts to transform themselves into smart cities. Macon-Bibb County also has been working on this effort to help community. Smart Neighbors MBC is one of them and it is a project that I was involved in this summer. This projects' objective is to promote digital equity by deploying a Smart Kiosk in underserved and at-risk areas of Macon-Bibb county. Each Kiosk will provide digital access to Macon-Bibb county Government's open data portal, Macon Insights. It will provide the ability to access, analyze, contribute to, and use information to connect and engage with local government and key partners within our community.

I participated in the middle of the project. At the beginning of my summer internship, I worked for a survey that could gather opinions of local resident and reflect their needs for the project. The existing survey was a little hard for respondents to understand. I had a meeting with my supervisor and decided to change the format of survey. I changed it to make it easier to understand using figures and icons, and I explained the overall terms more easily. After that, I was able to identify the digital access status and needs of local resident through the analysis of survey data collected online and offline. In fact, I think I learned a great lesson from this survey in that I got a different result than I expected before the survey analysis. As a researcher, I thought that it would be very important to collect opinions from people when doing any research for people.

Smart Neighborhoods MBC Community Survey

SmartNeighborhoodsMBC
City Hall in Your Neighborhood

By completing this survey, you can help us identify kiosk features, services and locations that would best serve Macon-Bibb County. Please be sure to fill in each field. Lastly, use the map to show us where you would like a kiosk to be located. Submissions are anonymous and information you submit will only be used for the Smart Neighborhoods MBC project.

A Public Kiosk Example

8. From the list below, please choose the **top 3 features** that would be most important to you in a public kiosk.

Touch Screens, Emergency Phone, Free Internet, Integrated Camera, Disability Assistance, Music Capable, Free Charging, Payment Processing, Smartphone Integration, Other

9. From the list below, please choose the **top 3 services** that would be most important to you in a public kiosk.

Government Services & Resources, Public Schools and Higher Education, Public Welfare Services, Public Health Services, Parks & Outdoors, Public Transportation, Public Parking, Election & Voting Information, Shopping & Restaurants, Activities & Events, Arts & Culture, Employment Information, Housing, Hotel & Hostel Information, Other

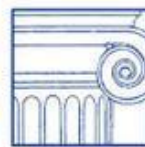
10. What area or location would you like to see a kiosk located? (Examples: City Hall, School, Medical Center, Church, Grocery Store, Visitor Center, Library, Macon Coliseum, Rosa Jackson, Mercer...)

I also conducted literature review and case studies of the overall smart city research. I believe this work has allowed us to consider the current state and needs of the community that we have diagnosed in the survey, and to think about what processes we can use to achieve digital equity in our community. Through the literature review, I was able to access the overall digital equity research and identify not only the impact of the digital equity on the community, but also the big

picture for overall project flows. I also thought about what we could reflect on our project by organizing and categorizing case studies similar to my project. The main topics, strategies, plans, assessments, and indicators used in cases studies were categorized, and terms were redefined and organized. I expect that my work will help us understand what role the project is playing in the big picture of digital equity and better future plan.

Before I became a researcher, I worked for an IT company. During this summer, I got a chance to work in the local government's side. I really appreciate that I had the opportunity to do an internship this summer. I had a chance to know about different perspectives between firms, academia, and government. I think different roles and actions are giving each other synergy for balanced development. I hope this synergy will enable us to achieve digital equity faster, more efficiently and properly. I would like to say, thank my advisor who recommended this intern, the Georgia Tech staff who helped me a lot, and my supervisors for the summer internship.

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