THE "LINKVAN" PROJECT:
Participatory Technology Design in Vancouver

WHAT IS "LINKVAN"?

LinkVan is a user-friendly online directory of essential services. "LinkVan" was developed with, and for, the DTES community. "LinkVan" also offers just-in-time digital literacy to help people find resources.

Quick Facts:

Many people in the DTES have no consistent access to digital technology

Unstable housing is related to unreliable Internet access

The rising cost of the Internet excludes many community members from the online world

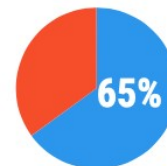Digital literacy education should be part of an adult education system

WHY IS DIGITAL INEQUALITY A PROBLEM?

Digital literacy and access to technology are more important than ever, with many essential resources, information, and services now offered completely online. When community members participate in the creation of the technology, these designs are more user friendly. When communities aren't included in decisions about technology, and when they don't have access to technology, this creates **digital inequality**.

58 DTES Community Members were interviewed by LinkVan:

We asked 58 members from the DTES how they use technology, and what kind of technology they have access to.

65%

- Relied on public spaces for Internet access
- Did not rely on public spaces for Internet access

HOW TO REACH DIGITAL EQUALITY:
This paper identifies three solutions on how to reach digital equality

1 INTERNET
Increase access to affordable and reliable internet

2 DESIGN
Include people in decisions about technology

3 EDUCATION
Increase access to digital literacy educational resources