



**THE ENTERPRISE CENTER**

# **ANNUAL REPORT 2019 - 2020**



# CONTENTS



---

## 03

MESSAGE FROM  
THE PRESIDENT &  
CHAIRMAN

---

## 04

STAFF & BOARD

---

## 05

CONNECTING A  
COMMUNITY IN  
CRISIS

---

## 06

TECH GOES  
HOME

---

## 07

INNOVATION  
DISTRICT

---

## 08

CHATTANOOGA  
SMART  
COMMUNITY  
COLLABORATIVE

# A WORD FROM THE PRESIDENT & CHAIRMAN

We began our fiscal year operating smoothly — working diligently on public realm projects for the Innovation District, building strong partnerships with our Chattanooga Smart Community Collaborative partners, and strategically expanding our digital inclusion program Tech Goes Home. And then March happened. COVID-19 came to Chattanooga and upended so much of normal life. As the needs of our community evolved, we at The Enterprise Center immediately assessed what we could do. Working with amazing partners across the county, our team mobilized quickly to help with urgent needs. While we often try to find overlap between our three core areas of focus — research and development, the Innovation District, and digital equity — the crisis has encouraged those strategies to meld together at a new level. Working with expert community partners, we have assisted children in learning remotely, terminal patients in connecting with family, faith leaders in delivering messages of hope and building community, medical providers in delivering telemedicine to vulnerable communities, and much more.



We distributed more than 200 devices to more than 20 partner organizations. Tech Goes Home held online classes for the first time, including a course that offered instruction on how to be a remote worker. We grew our network of small business leaders in the area, connecting people to resources they needed to navigate uncertainty. We know that access to technology improves people's lives and futures, and this year has demonstrated how truly vital that access is during a crisis. But Covid-19 was not the only major guiding force of this fiscal year's work — the national and local conversations around racial equity encouraged our staff to learn more deeply about inequity and strengthen our organization's commitment to justice. As The Enterprise Center carries out our work in the community, we will do so with a renewed commitment to equity.

**SYDNEY CRISP**  
CHAIRMAN OF THE BOARD

**DEB SOCIA**  
PRESIDENT & CEO

# STAFF

Deb Socia  
President & CEO

Nancy Tucker  
Executive Assistant

Geoff Millener  
Senior Program &  
Operations Officer

Alexander Leffew  
Innovation District  
Coordinator

Lya Kimbrough  
Events  
& Outreach Manager

Sammy Lowdermilk  
Tech Goes Home  
Program Manager

Mary Smith  
Tech Goes Home  
Coordinator

Casey Miller  
Community Partnerships  
Specialist

Matty Parker  
Marketing &  
Communications  
Assistant

Mary Helen Montgomery  
Marketing &  
Communications Director

Kevin Love  
Director of Innovation  
District Programs

# BOARD

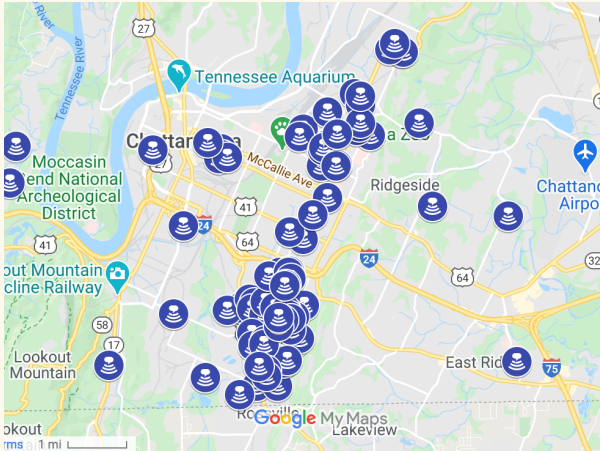
Steve Angle  
Rebecca Ashford  
David Belitz (Chairman)  
Zac Brown  
Mickey Cloud  
Sydney Crisp (Secretary)  
Cameron Doody  
Christy Gillenwater  
Rick Hitchcock

Bryan Johnson  
Stacy Johnson  
Kristina Montague  
Sarah Morgan (Vice Chair)  
Pierce Scott  
Daniel Ryan (Treasurer)  
Mina Sartipi  
Marcus Shaw  
David Wade

Courtney Watson  
Kim White

*Ex Officio Members:*  
Mayor Andy Berke  
Mayor Jim Coppinger  
Ken Smith  
Randy Fairbanks

# CONNECTING A COMMUNITY IN CRISIS



## Building & mapping public WiFi hotspots

When school went remote in March, an estimated 10,000 students were without home internet access. The Enterprise Center, UTC, Thrive Regional Partnership, and Hamilton County Schools rapidly created maps showing areas of low connectivity and food insecurity. Those maps informed the erection of 66 EPB Quick Connect sites. A mobile-friendly WiFi locator tool helps residents find more than 700 public WiFi sites, including EPB Quick Connect sites and the City's network.

**66**

WiFi hotspots across  
Hamilton County

**13,475**

User sessions  
at WiFi hotspots



## Distributing devices, offering tech help

The Enterprise Center distributed devices to community partners who used them to improve healthcare, remote learning, job training, the arts, and other aspects of life in the community. We also worked with volunteers to assist faith leaders and restaurants with tech needs. Restaurant owners were able to update their websites to reflect new take-out options, and faith organizations were able to deliver sermons and collect donations remotely.

**186**

Tablets and computers  
distributed

**21**

Partner organizations  
facilitating device use

# TECH GOES HOME



## Reaching the public in new ways

Tech Goes Home expanded substantially this fiscal year, both in terms of the variety of classes offered, and the mode in which they were taught. We added 10 new courses, with a special focus on accessibility and Spanish offerings. We also added online classes for the first time, in response to COVID-19.

# 4,660

Participants served,  
FY 2015-2020



Several TGH classes shifted online for the first time to comply with social distancing guidelines.

# 109

Number of  
community partners,  
FY 2015-2020

## New classes offered this year

How to be a remote worker (online)  
Digital basics (online)  
Parents of non-verbal children  
Digital basics for deaf/hard of hearing  
Digital basics for low-vision/blind  
Teacher Edition, Google Certification class  
HCS Accessible Technology teachers

Digital Basics (Spanish)  
Small Business (Spanish)  
Early Learning Providers & Teachers  
Google Digital Career Accelerator class with Goodwill  
at-risk college freshmen at Chattanooga State  
TGH/Chattanooga State IT Support  
Apprenticeship program

# INNOVATION DISTRICT



Miller Park was temporarily transformed during International Placemaking Week in October 2019.

## Improving life in the public realm

We made progress on several projects in the Innovation District's public realm this year. BINGO's Market reopened, in partnership with the YMCA, Causeway, and Patten Towers' owners Elmington Capital. In the same area, and in partnership with the Chattanooga Design Studio, we made headway on The Porch on Georgia Ave. The Enterprise Center also hosted International Placemaking Week, which drew more than 600 participants to Chattanooga from around the world!



Patten Towers residents enjoy coffee at an events hosted by TEC and the Design Studio on Georgia Avenue.



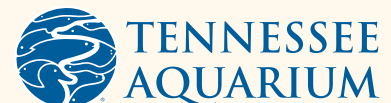
## Helping businesses navigate uncertainty

As the COVID-19 crisis unfolded, many small businesses faced enormous challenges. The Enterprise Center created an online small business resource database to help guide owners to local and national help. We also hosted public calls with about 100 members of the community where people could share information and resources. Finally, we established a newsletter to keep small business owners up to date with new information that could help them.



# CHATTANOOGA SMART COMMUNITY COLLABORATIVE

*The Enterprise Center, through its work with the Chattanooga Smart Community Collaborative, focuses on research and development to build a smarter and more connected community. We seek to leverage the gig and emerging technologies to identify opportunities to improve education, healthcare, safety, civic engagement, and transportation.*



**RECOGNIZED BY:**



## **Financials**

[You can find The Enterprise Center's most recent financial audit here.](#)