MODEL COUNTY RESOLUTION
PROTECTING THE RIGHT TO A NON-DIGITAL LIFE

Resolution No. _____ *County:* _____

A RESOLUTION affirming the right of residents to access county government services through reasonable non-digital means; preserving human assistance, payment options, and personal privacy; and establishing standards for county contractors and county-funded service providers.

WHEREAS, access to county government and essential public services should not depend upon possession of a smartphone, internet service, a digital account, or digital identification; and

WHEREAS, non-digital access promotes inclusion for older adults, individuals with disabilities, residents with limited connectivity, and all persons who choose not to use digital technology; and

WHEREAS, maintaining non-digital options strengthens continuity of government operations during outages, emergencies, cyber incidents, and other disruptions; and

WHEREAS, the County seeks to protect personal privacy and prevent unnecessary collection of personal data as a condition of accessing public services;

NOW, THEREFORE, BE IT RESOLVED by the County Commission of _____ County, _____, as follows:

Section 1. Right to Non-Digital Access.

To the extent permitted by applicable law, no county department or office shall make possession or use of a smartphone, mobile application, personal internet connection, digital account, or digital identification the sole means of applying for, receiving, or participating in a county service, program, benefit, hearing, or other public function.

Section 2. Reasonable Alternatives.

County departments and offices shall maintain at least one reasonable non-digital means of accessing essential county services, which may include in-person service, paper forms, mail, or telephone assistance, as appropriate to the service. Departments may offer digital options but shall not make them exclusive where a reasonable non-digital alternative is feasible and lawful.

Section 3. Access to Human Assistance.

County departments and offices shall provide a reasonable means for residents to obtain assistance from a human representative when seeking essential services or resolving disputes. Automated systems may supplement, but should not wholly replace, meaningful human assistance.

Section 4. Payment Options.

Where county offices collect fees, taxes, fines, or other payments from the public, the County shall preserve a reasonable non-digital method of payment, including acceptance of United States coin and currency at an appropriate staffed location, subject to applicable law and reasonable security and administrative procedures. This section does not require cash to be accepted through the mail or at unattended equipment.

Section 5. Privacy and Data Minimization.

County departments and offices shall not require the use of digital tracking, biometric identification, or unnecessary collection of personal data solely as a condition of accessing county services, except where expressly required by law. Any personal information collected shall be limited to what is reasonably necessary for lawful administration of the service.

Section 6. Contractors and County-Funded Services.

To the extent lawful and practicable, new and renewed contracts for services delivered to the public on behalf of the County shall require providers to maintain reasonable non-digital access and payment options consistent with this resolution. The County shall consider comparable requirements in grant agreements with organizations receiving county funds to deliver services to the public. Such requirements shall be clearly stated in the applicable contract or grant agreement and shall not impair obligations under existing agreements.

Section 7. Implementation and Review.

The County Mayor/Executive or designated administrator is requested to review current county procedures, identify services that lack reasonable non-digital alternatives, and recommend practical implementation measures to the County Commission within 120 days after adoption. Implementation shall remain subject to applicable law, budgetary appropriations, and the authority of independently elected county officials.

Section 8. State Legislative Support.

The County Commission urges the state legislature to consider legislation protecting non-digital access to government services and preserving meaningful payment choices statewide.

Section 9. Severability and Effective Date.

If any provision of this resolution is held invalid or unenforceable, the remaining provisions shall continue in effect to the extent possible. This resolution shall take effect upon adoption.

ADOPTED this _____ day of _____, 20____.

_____
Chair, County Commission

ATTEST: _____
County Clerk