Seattle IT

Digital Equity in Seattle – 2018 Annual Report Summary

Seattle's Digital Equity Mission:
We envision Seattle as a city where technology's opportunities equitably empower all residents and communities – especially those who are historically underserved or underrepresented.

4 Strategies

Digital Skills Training	Internet Connectivity	Devices & Technical Support	City Website & Online Services

Skills Training

The City funded 23 community organizations that provided digital skills training

Basic technology and digital skills training for 1,496 residents

Job search and career skills training for 373 residents

STEM, digital learning, and enrichment programs for 1,285 youth

4,692 Seattle residents received skills training

2,249 people with low-income	**1,456** immigrants and refugees	**1,285** youth
677 older adults	**96** people living with a disability	**45** people experiencing homelessness

Connectivity

223 community organizations received free broadband internet from Comcast and Wave through our City partnership.

These sites provided Wi-Fi and public computer access to an estimated **205,269 residents**.

2,469 low-income residents signed up for free or discounted home internet through Comcast and Wave in 2018.

At least 194 were residents of Seattle Housing Authority communities.

Connectivity

Free public access to computers and Wi-Fi at 70 City sites

29 Parks and Recreation Community Centers
27 Public Libraries
6 Customer Service Centers
8 other City of Seattle sites
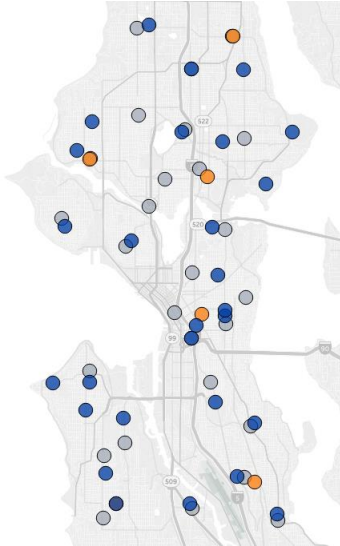
Over 168,000 sessions provided in 2018

Devices

182 laptops were distributed to low-income residents

The City provided devices to Seattle Public Schools and 28 nonprofits to help them do their work and serve the community.

1,108 desktops

74 laptops

46 tablets
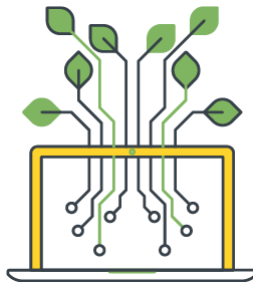
7 smartphones

27 other devices (like printers or robotics kits)

Online Services

Improved navigation of Seattle.gov

With input from low-income housing residents, Seattle IT made changes to improve the City's website, including more mobile-friendly design and improved menus.

Online access to affordable services

The City launched a new webpage (seattle.gov/affordable) to help residents connect with discount programs and benefits.

Partners in Digital Equity

Public
8 City of Seattle Departments
Seattle Housing Authority
Seattle Public Schools

Community
269 Nonprofits
244 Community Volunteers
7,463 Hours of Volunteer Service

Private
Comcast
Wave
Facebook
T-Mobile

For more detail and information on the City's Digital Equity work, visit:
seattle.gov/tech/initiatives/digital-equity

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