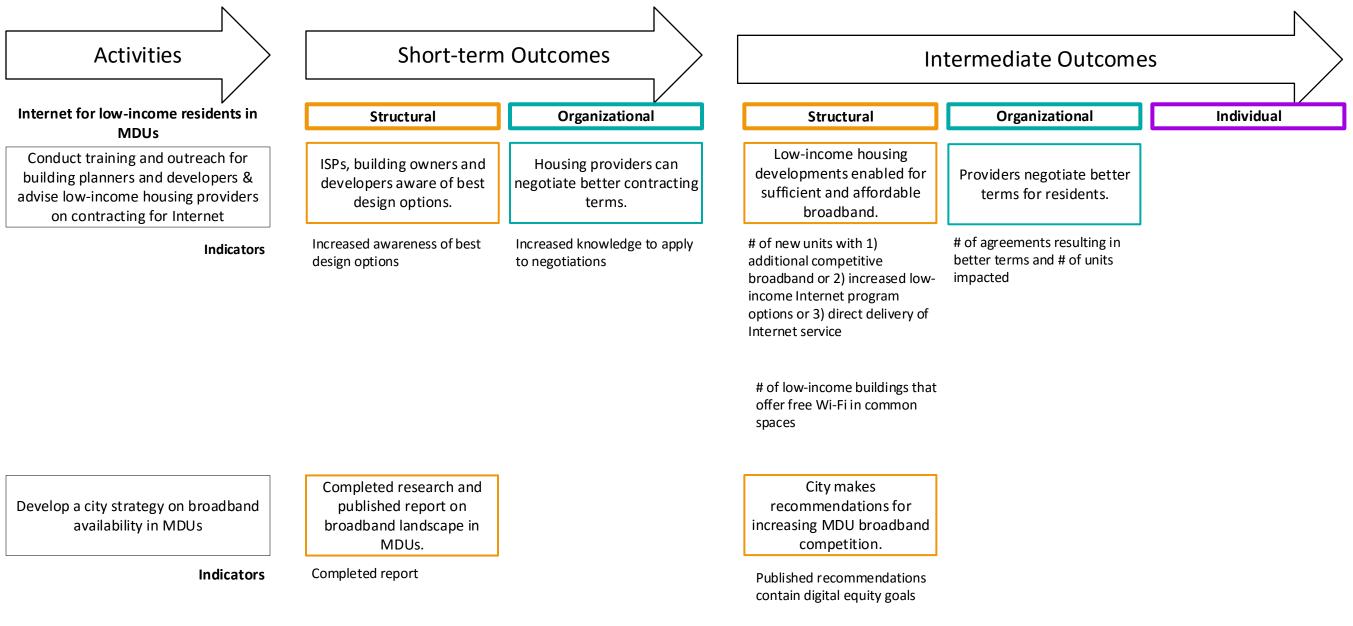
Connectivity: Digital Equity Outcomes



Strategy adopted to implement recommendations

Community Technology Priority Outcomes

End Outcomes

Individual

Low-income residents have high-speed broadband at home.

of units with home internet subscription in subsidized housing

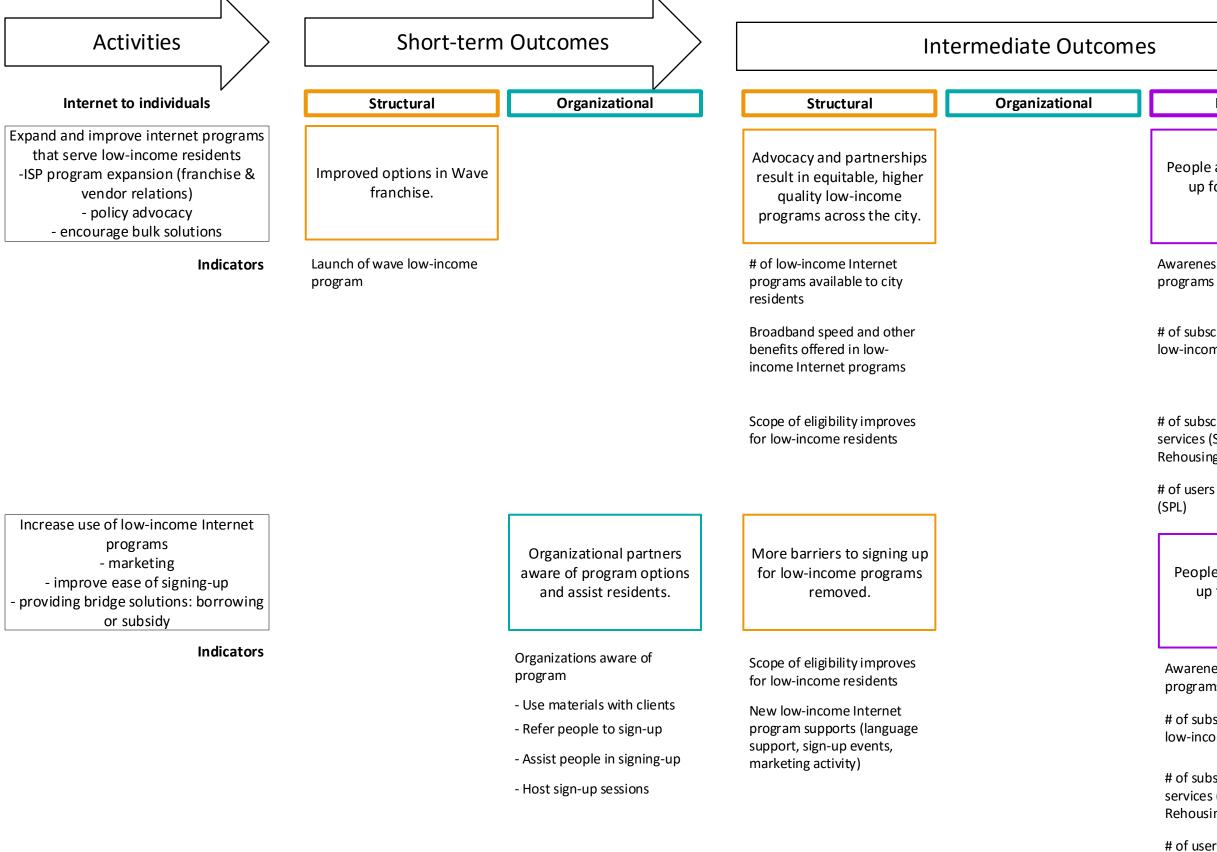
of low-income subscribers in MDUs

Low-income residents have high-speed broadband at home.

of units with home internet subscription in subsidized housing

of low-income subscribers in MDUs

Connectivity: Digital Equity Outcomes



(SPL)

Community Technology Priority Outcomes

Individual

People aware of and sign up for low-income programs

Awareness of low income

of subscribers of the ISP low-income programs

of subscribers of subsidized services (SHA, Rapid Rehousing)

of users of lending programs

People aware of and sign up for low-income programs

Awareness of low income programs

of subscribers of the ISP low-income programs

of subscribers of subsidized services (SHA, Rapid Rehousing)

of users of lending programs

End Outcomes

Individual

Low-income residents have high-speed broadband through low-income programs.

% of low-income households with home Internet

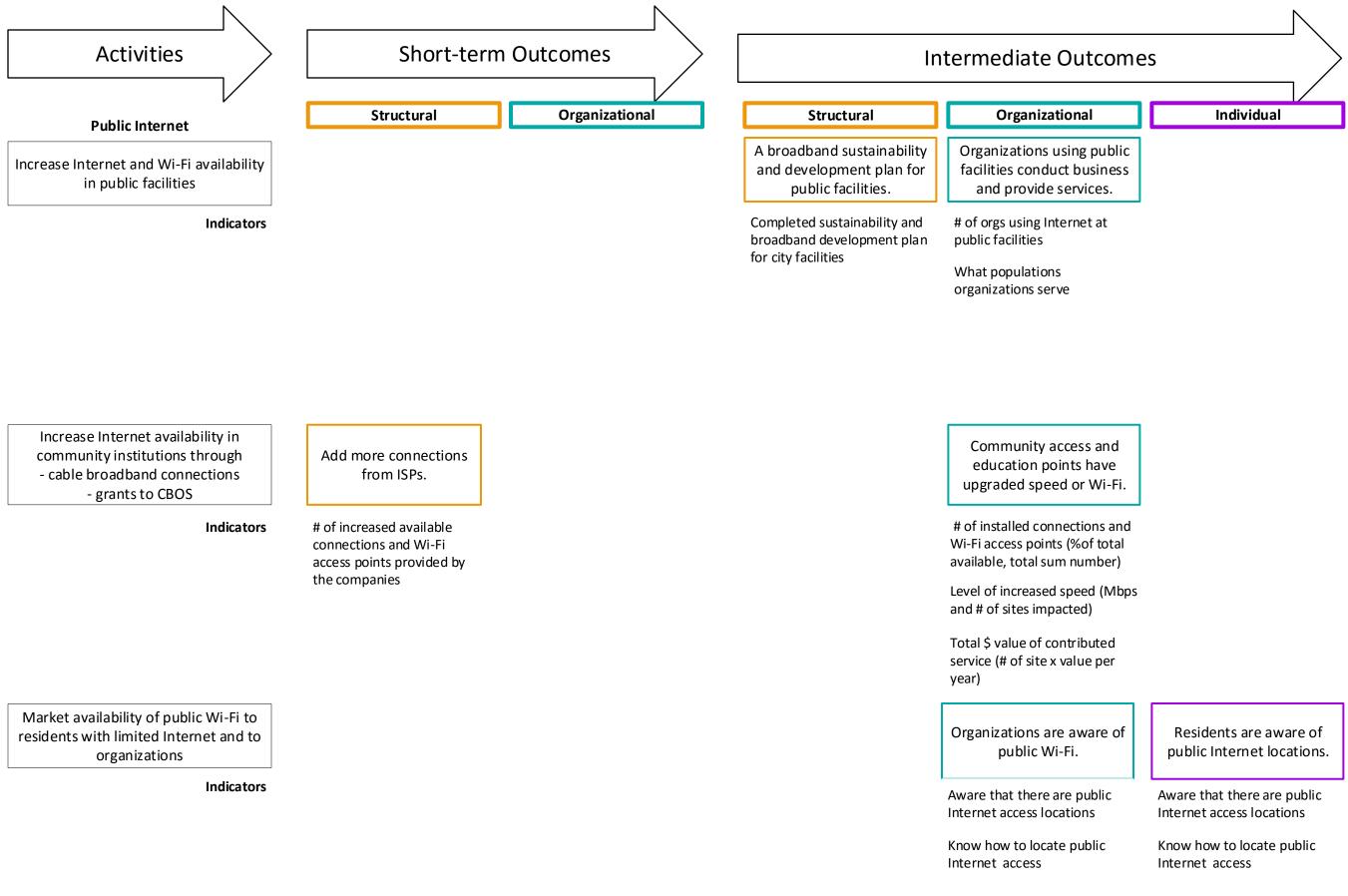
% of low-income households signed up for low-income Internet programs

Low-income residents have high-speed broadband through low-income programs.

% of low-income households with home Internet

% of low-income households signed up for low-income Internet programs

Connectivity: Digital Equity Outcomes



Community Technology Priority Outcomes

End Outcomes

Individual

Low-income residents are able to meet their needs using free access at public locations.

of kiosk sessions per month

of Wi-Fi sessions per month

of devices connecting to Wi-Fiper month

Accessed the Internet in the past year at a community center, City Hall or other City building

Low-income residents are able to meet their needs using free access at public locations.

of hours open for internet use - open lab or programming (per year)

Low-income residents are able to meet their needs using free access at public locations.

of kiosk sessions per month

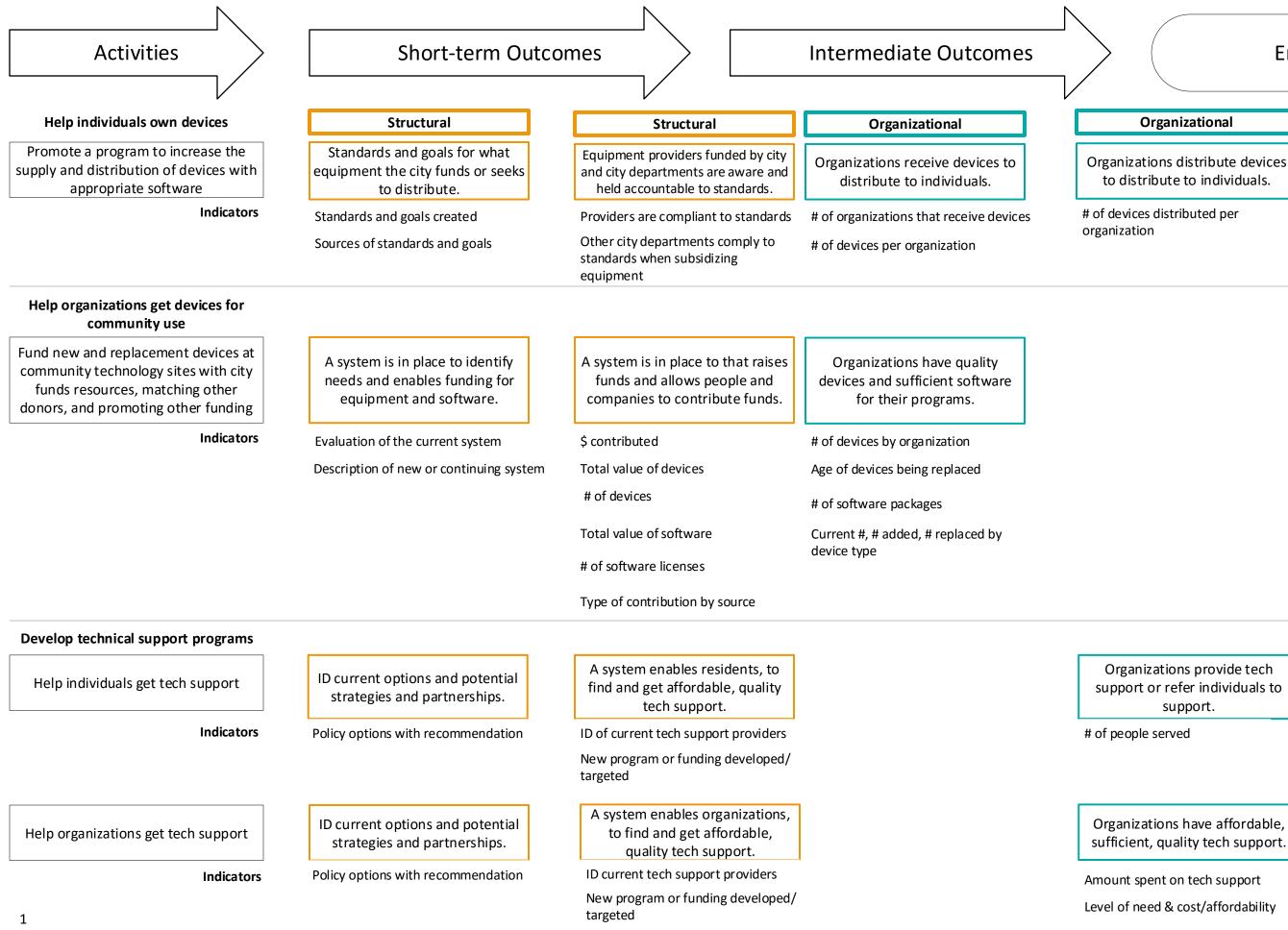
of Wi-Fi sessions per month

of devices connecting to Wi-Fiper month

Accessed the internet in the past year at a community center, City Hall or other City building

City of Seattle Digital Equity Initiative

Devices and Technical Support: Digital Equity Outcomes



Community Technology Priority Outcomes

End Outcomes

Organizational

Individual

Residents are able to obtain appropriate devices.

of devices distributed per

of device recipients

of low-cost device purchases

Seattle residents have access to quality devices at community sites and are able to meet their needs.

Able to meet needs using devices at community sites

Organizations provide tech support or refer individuals to support.

Residents have sufficient, quality tech support.

Did the help received meet needs

Where residents go for tech support

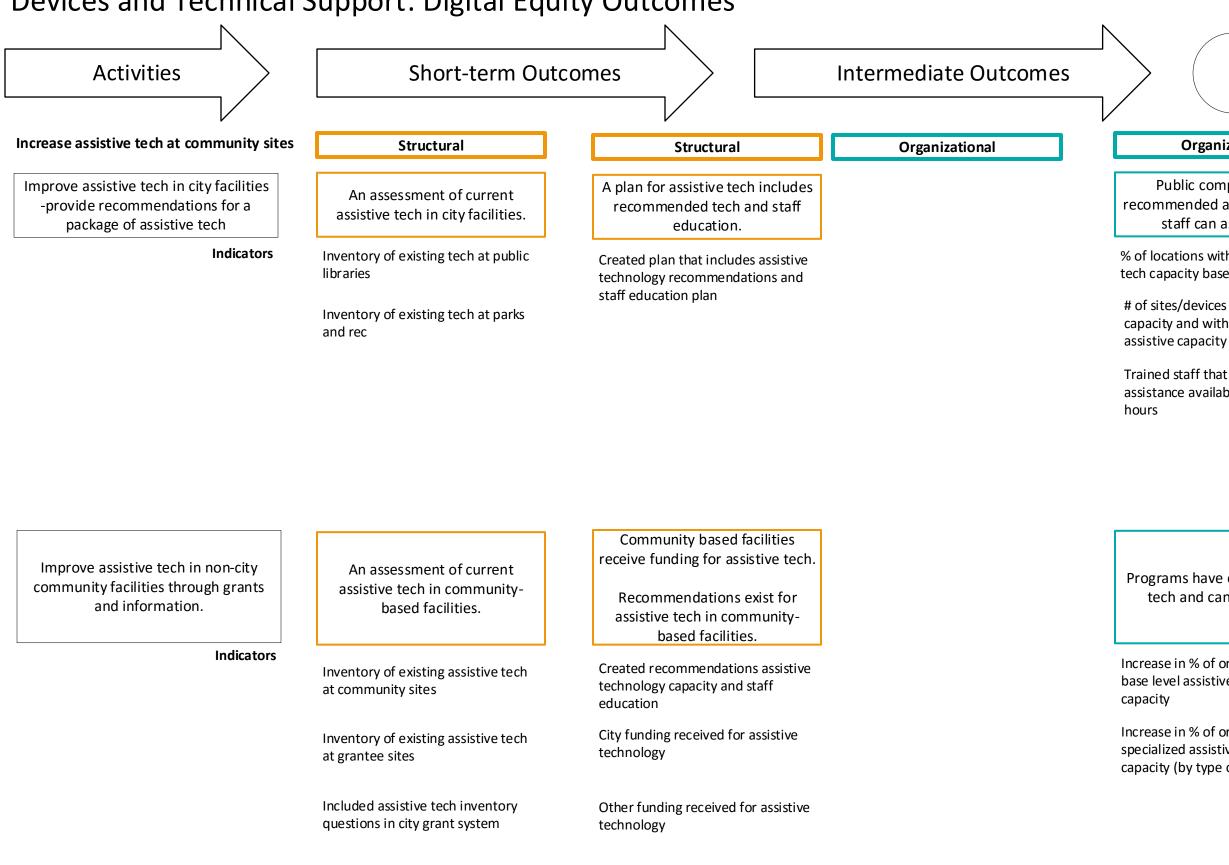
Organizations have affordable, sufficient, quality tech support.

Amount spent on tech support

Level of need & cost/affordability

City of Seattle Digital Equity Initiative

Devices and Technical Support: Digital Equity Outcomes



Community Technology Priority Outcomes

End Outcomes

Organizational

Public computers have recommended assistive tech and staff can assist users.

% of locations with recommended tech capacity based on the plan

of sites/devices with basic capacity and with additional

Trained staff that can provide basic assistance available during service

Individual

Residents use assistive technology at city and community sites.

of uses (sessions) per type of assistive tech

of staff/volunteer-assisted assistive tech sessions

of users self-identify as having a disability

Staff successes and barriers with using assistive tech

Programs have current assistive tech and can assist users.

Increase in % of organizations with base level assistive technology

Increase in % of organizations with specialized assistive technology capacity (by type of specialization)

Residents use assistive technology at city and community sites.

of uses (sessions) per type of assistive tech

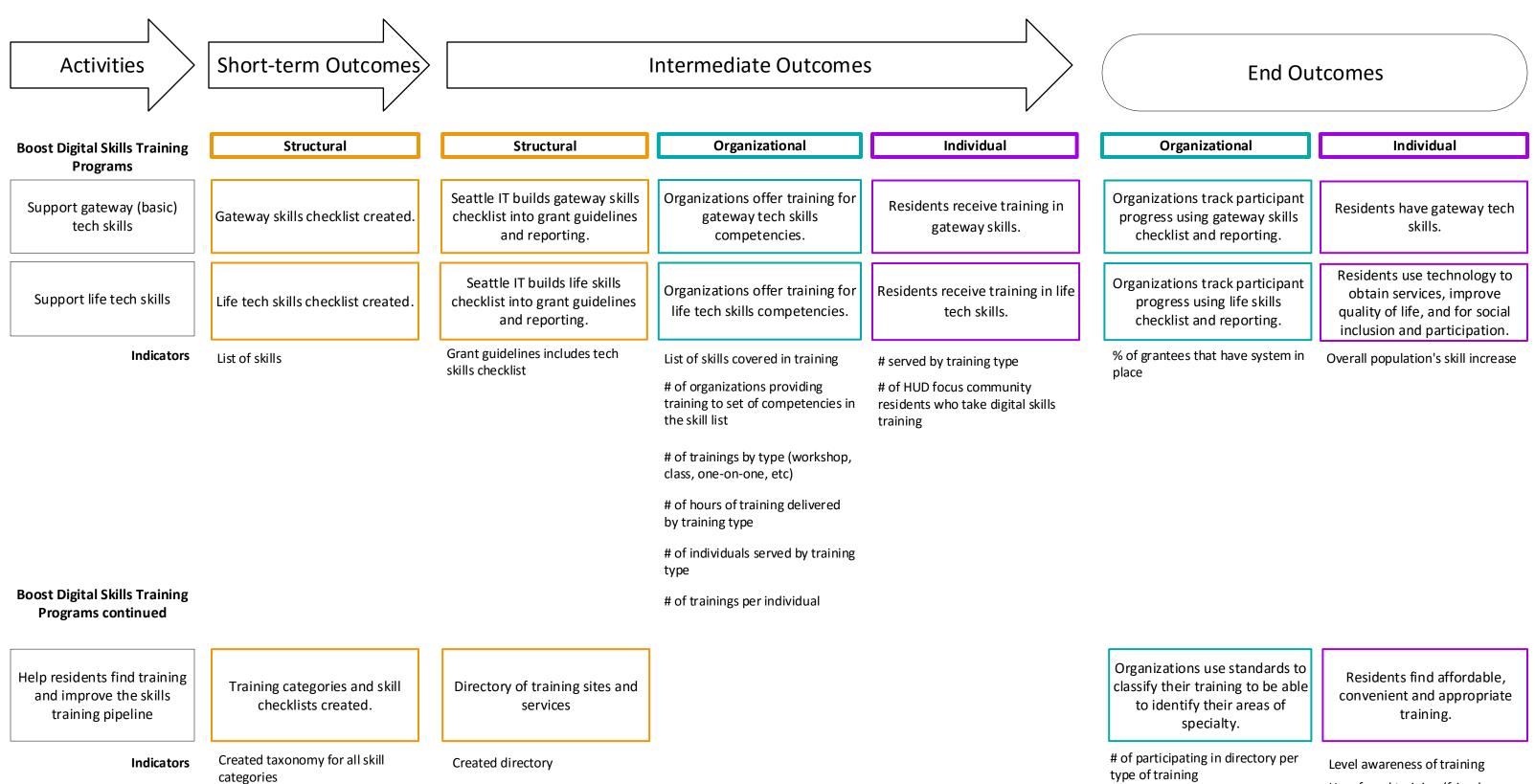
of staff/volunteer-assisted assistive tech sessions

of users self-identify as having a disability

Staff successes and barriers with using assistive tech

of assistive technology users

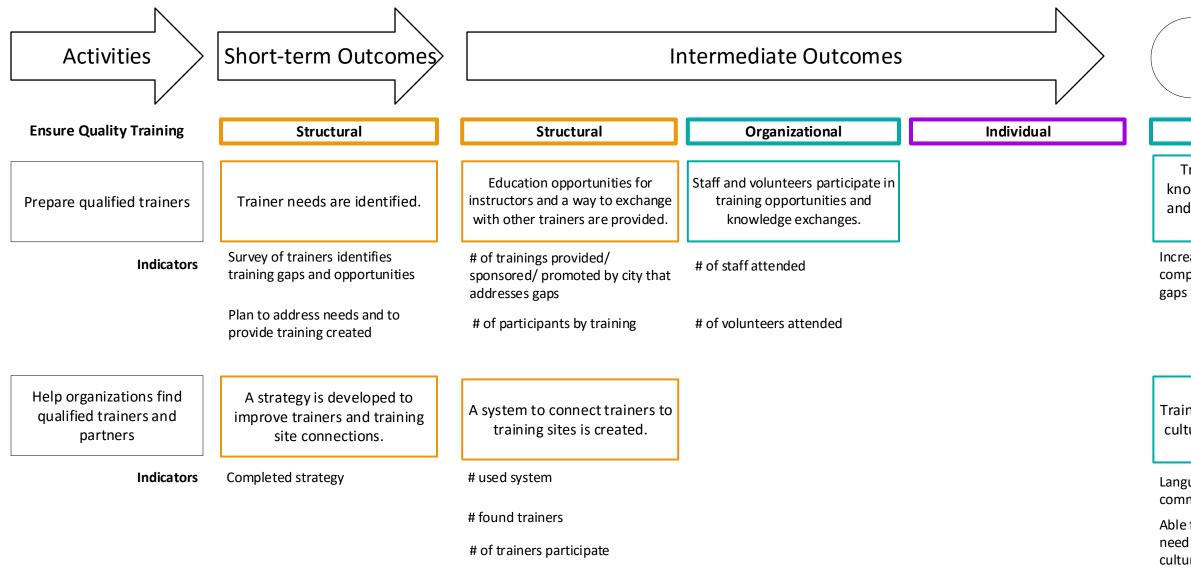
Skills Training: Digital Equity Outcomes



Community Technology Priority Outcomes

How found training (friend, organizational referral, directory etc)

Skills Training: Digital Equity Outcomes



Community Technology Priority Outcomes

End Outcomes	
Organizational	Individual
rainers have up-to-date owledge about technology d curriculum development and delivery.	
ease in confidence and petency based on training and training provided	
ners able to deliver quality, curally competent training.	
uage spoken by trainers vs munity-served	
to find qualified trainers you I (trainers by skill and Irally competency)	