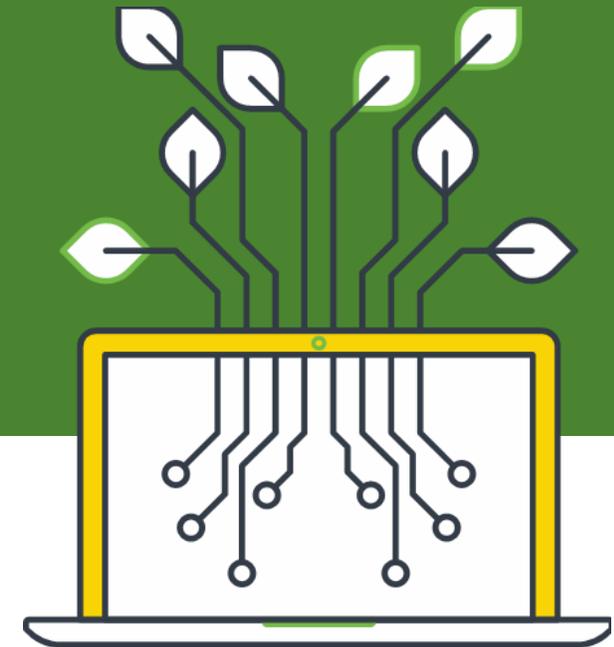


# 2017 Digital Equity Annual Report

City of Seattle



Jenny A. Durkan, Mayor  
Tracye Cantrell, Acting Chief Technology Officer

# Digital Equity means...

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

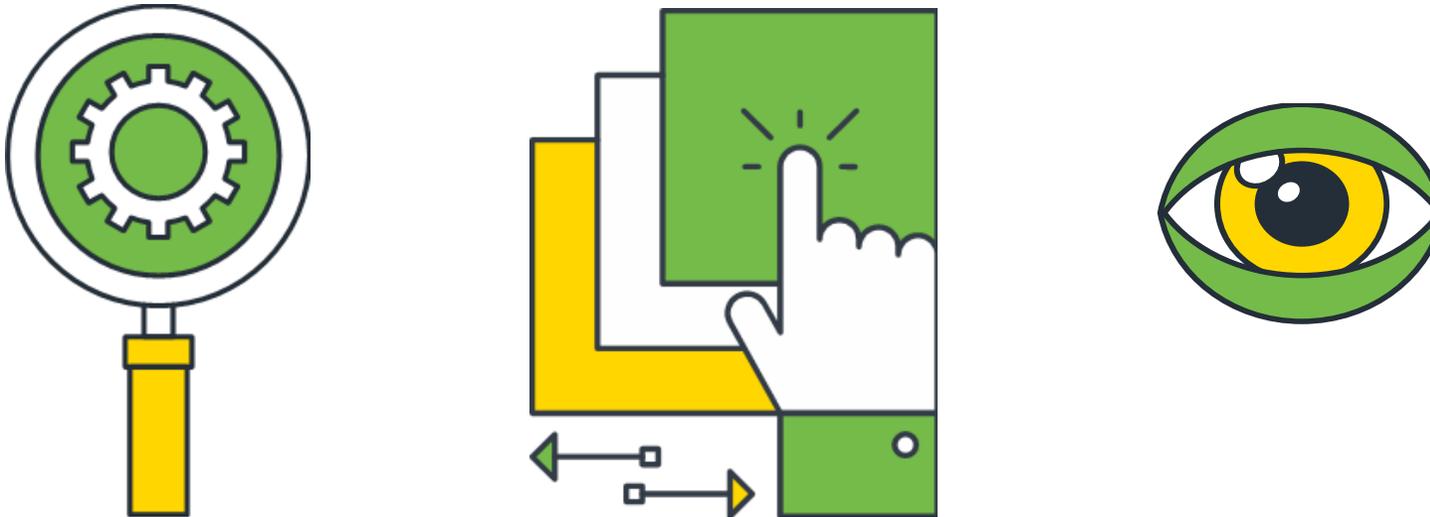
# We believe...

Every Seattle resident should have the technologies they need to participate fully in society. Whether they are looking for a job, connecting to family and friends, doing homework, or accessing government services.



# Connectivity in Seattle

While 93% of Seattle residents have internet at home, many residents are **"under-connected"** which can negatively impact economic mobility, academic performance and social inclusion.



Under-connected = limited data or speed, cost barriers, or insufficient devices, tech support or skills

Data source: 2016 American Community Survey

# Access, Devices, and Skills are critical, especially for vulnerable populations

National studies have found a link between home broadband internet adoption and educational success, greater household income, and improved access to government and health resources.

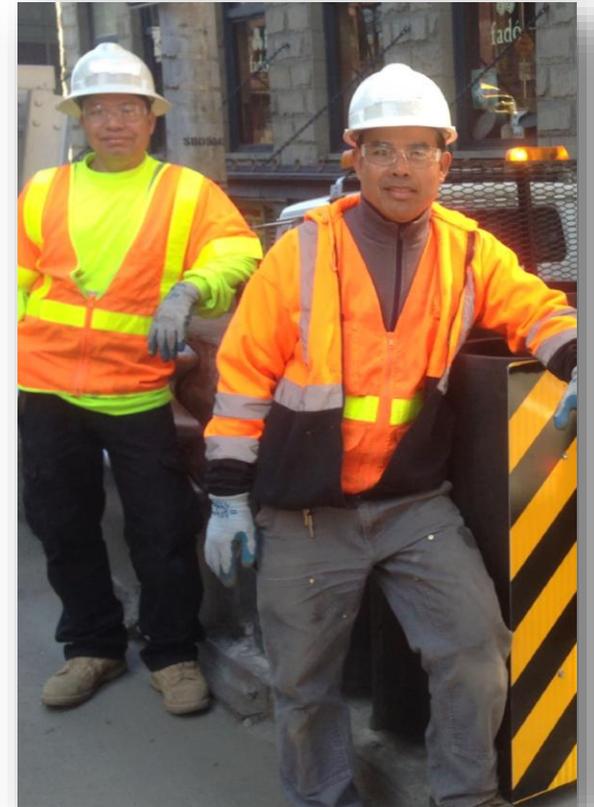


# “Under-connected”: Economic mobility

Low-income people are more likely to use a smart phone to create resume and cover letter.

“Smartphone only” job seekers report:

- problems entering a large amount of text on their smartphone while searching for a job
- problems submitting required files or other supporting documents needed to apply for a job



Source: [http://assets.pewresearch.org/wp-content/uploads/sites/14/2015/11/PI\\_2015-11-19-Internet-and-Job-Seeking\\_FINAL.pdf](http://assets.pewresearch.org/wp-content/uploads/sites/14/2015/11/PI_2015-11-19-Internet-and-Job-Seeking_FINAL.pdf)

# “Under-connected”: Youth development

Many low-income parents with home internet access report:

- connections are too slow to do the things they wish to do online, especially homework requiring streaming
- too many share the same computer
- internet was cut off in the last year because of nonpayment

Of parents who only have internet access via a smartphone or tablet, 29% hit data limits and 24% had their phones cut off for nonpayment



Source: Digital Inequality and Developmental Trajectories of Low-income, Immigrant, and Minority Children; Pediatrics, Vikki S. Katz, PhD, a Carmen Gonzalez, PhD, b Kevin Clark, PhDc; November 2017

# Seattle Digital Equity Strategies

- Connectivity
- Skills training
- Devices & technical support
- Applications & online services
- Community capacity building



# The City of Seattle Role

## Convener

Connecting partners, resources & expertise

## Capacity Builder

Research, advocacy, best-practice sharing, communications

## Investor & Provider

Community grants, affordable broadband & public Wi-Fi, device distribution, and skills training



# 9 City departments invested in digital equity skills training

- Seattle Information Technology
- The Seattle Public Library
- Immigrant & Refugee Affairs
- Arts & Culture
- Economic Development
- Neighborhoods
- Human Services Department
- Parks & Recreation
- Education & Early Learning

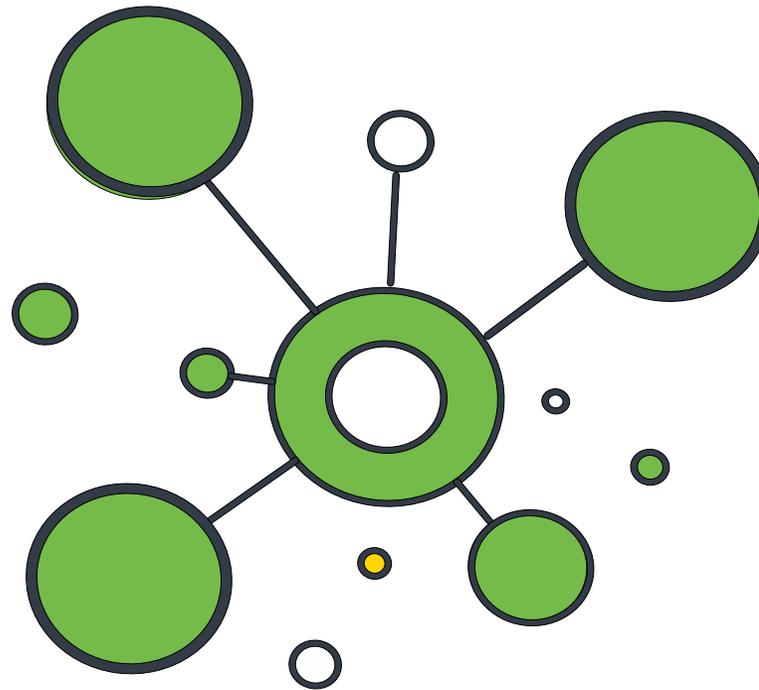
# Digital equity partners

## Public

Includes City of Seattle,  
The Seattle Public  
Library, UW, SHA,  
Seattle Public Schools

## Private

Includes Comcast, Wave,  
Facebook, Seattle U,  
Verizon, individual donors



## Community

Non-profits &  
community groups,  
foundations, volunteers

# 2017 Investment: Over \$1.2 million in City contracts with community organizations

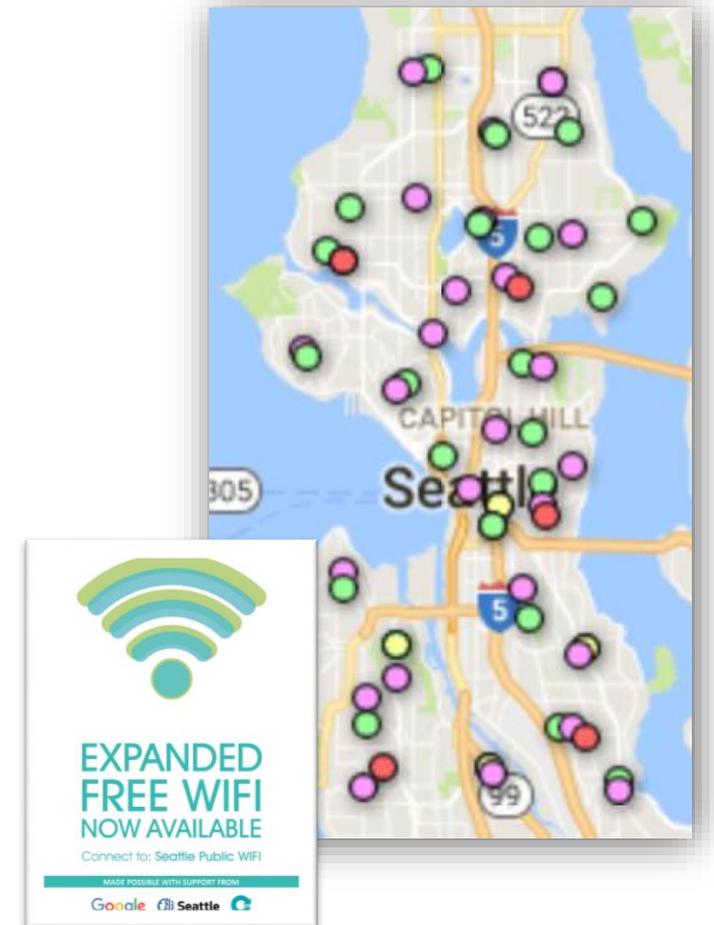
**\$695,000** provided connectivity, skills training, devices and technical support through Technology Matching Fund grants and Community Technology grants

**\$531,800** for the Ready to Work program teaching jobs, English (ESL), and digital literacy



# 2017 Results: Connectivity in Public Spaces

- **Public Wi-Fi: Over 1.9 Million** Wi-Fi connections at 27 libraries, 29 community centers, and other public buildings
- **Broadband for organizations:** 314 community sites received free cable broadband service through Comcast and Wave Broadband (valued at \$376K)



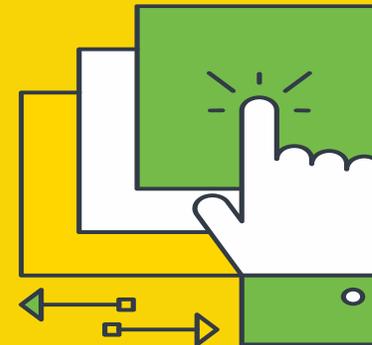
# 2017 Results: Connectivity at Home

A new City franchise agreement with Wave Broadband created a \$9.95/month low-income internet option called **Simply Internet** for Seattle residents.

Wave's service area includes the Central District, Beacon Hill Chinatown/International District, and part of Rainier Valley.

**6,584**

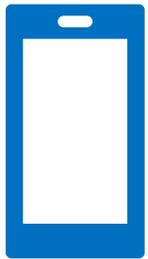
**Wi-Fi Hotspot check-outs from The Seattle Public Library**



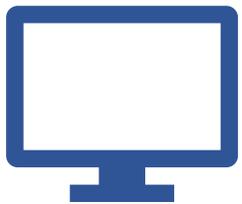
# 2017 Results: 1,018 devices distributed



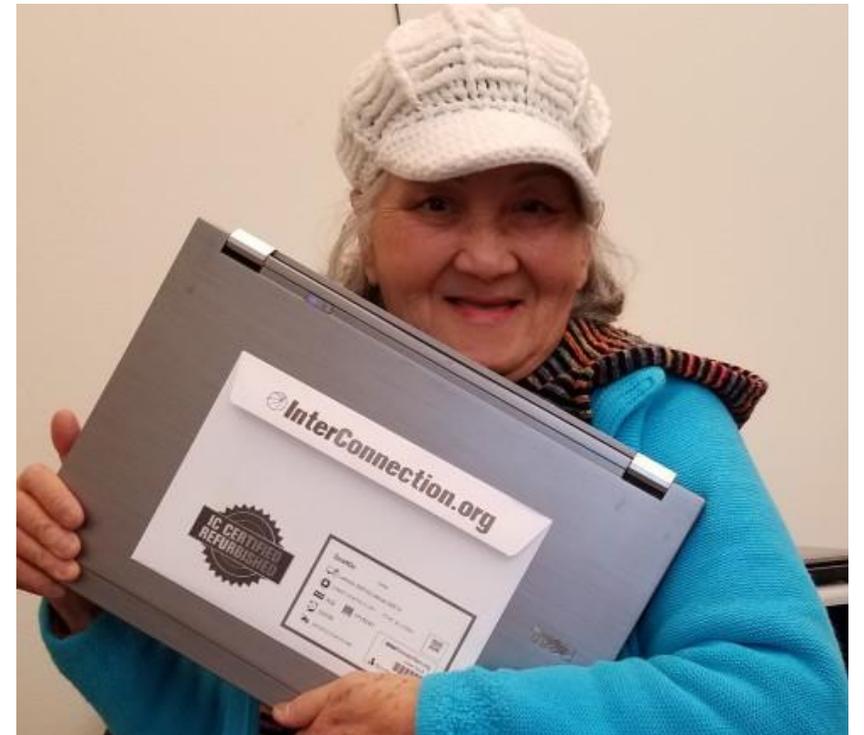
- 282** refurbished computers to low-income residents
- 47 to young adults transitioning out of homelessness
  - 131 to public housing residents



**276** devices to local nonprofits



**460** devices to Seattle Public Schools  
via City surplus



# 2017 Results: Skills training

**2,922** residents received skills training through City of Seattle investments in community organizations



# 2017 impact: Parent engagement



**Coalition for Refugees from Burma** provided computer training to over 100 parents at Bailey Gatzert Elementary and the Seattle World School.

# 2017 Impact: Applied skills training



**El Centro de la Raza** developed a mobile computer training lab with 30 new laptops and Wi-Fi throughout their campus.

Skills training provided:

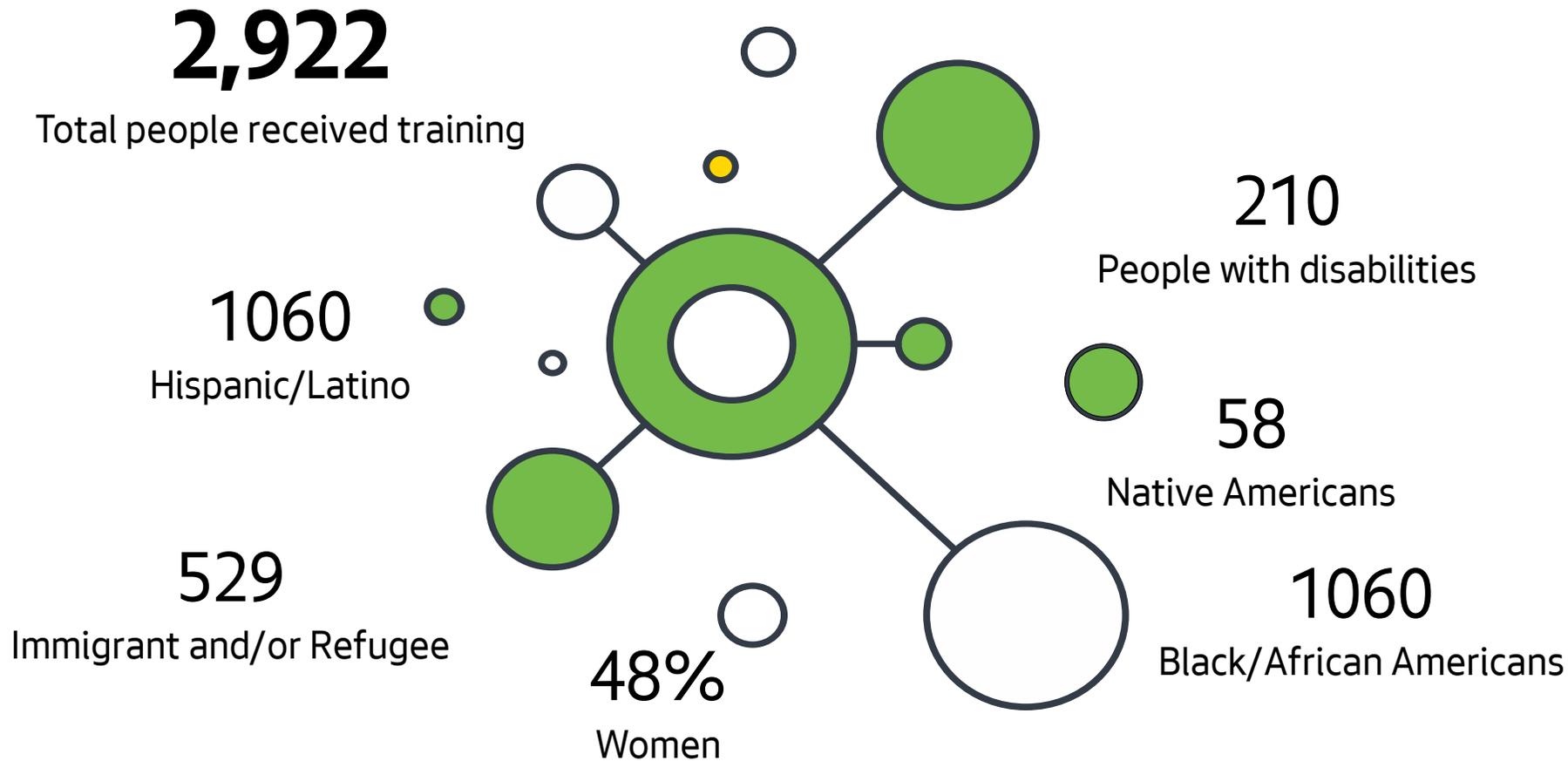
- Digital literacy for seniors
- Coding
- Database admin

# 2017 Impact: STEM & careers



**Urban League of Metropolitan Seattle** helped 92 African American middle and high school students attend a 6-week Summer University Science, Technology, Engineering, Arts, and Math (STEAM) program

# Appendix: 2017 City funded skills training profiles



# Appendix: Hotspots usage in 2017

The Seattle Public Library has hotspot devices available for check-out to residents



575 hotspot devices available for checkout



6,584 check-outs



267,648 GB of data transmitted (Avg 22,304 GB per month)

# Appendix: Computer kiosks 2017 usage

The City of Seattle provides computers (and internet access) at public facilities throughout the city



- **900K computer sessions** at 27 Seattle Public Library branches



- **48K computer sessions** at 20 Seattle Parks and Recreation Community Centers and 6 Neighborhood Services Centers



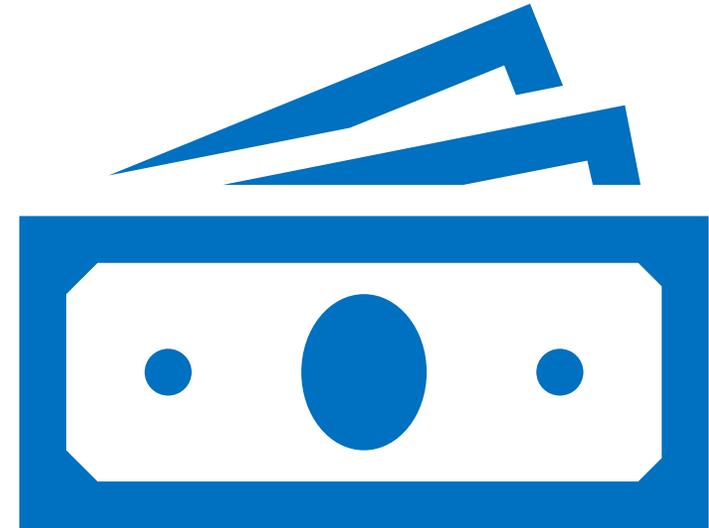
- **4,261 hours** of open computer lab time at 5 Community Centers through partnership with Associated Recreation Council
  - Delridge, Rainier, Rainier Beach, South Park and Yesler Terrace (21% of clients report not having access to computers or internet at home)

# Appendix: 2017-18 Technology Matching Fund Grantees

- Education for All
- Senior Center of West Seattle
- South Park Information and Resource Center
- Ethiopian Community in Seattle
- Horn of Africa Services
- Kin On Community Health Care
- Somali Family Safety Task Force
- STEMPaths Innovation Network
- The West African Community Council
- Wing Luke Museum of the Asian Pacific American Experience
- Coalition for Refugees from Burma
- Full Life Care
- OneAmerica
- Wallingford Boys & Girls Club
- LaunchCode

# Appendix: 2017 Funding

- City of Seattle General & Cable Fund
- Cable Franchise agreements
  - Comcast (\$100k + broadband for non-profit orgs.)
  - Wave Broadband (broadband for non-profit orgs & two Wi-Fi spots)
  - CenturyLink (one low-income housing Wi-Fi spot)
- Private funding
  - Facebook: \$25K for the Technology Matching Fund



# Appendix: Devices

## Total devices distributed in 2017: 1,018

### 763 devices for Organizations

595- City Surplus computers

- 460 to Seattle Public Schools
- 135 to other local nonprofits

### 423- Seattle IT grants

### 282 devices for Individuals

Refurbished computers to low-income individuals and public housing residents

- 104 to low-income individuals
- 131 to five Seattle Housing Authority residents
- 47 young adults transitioning out of homelessness