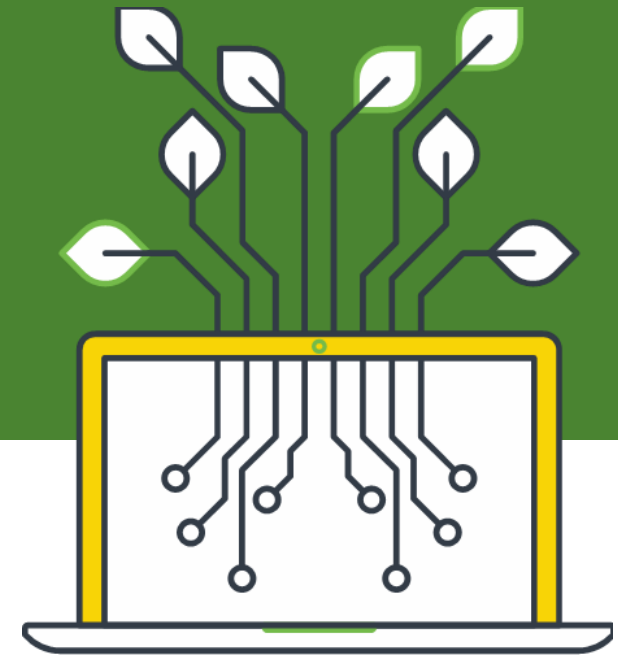


2017 Digital Equity Annual Report

City of Seattle



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.

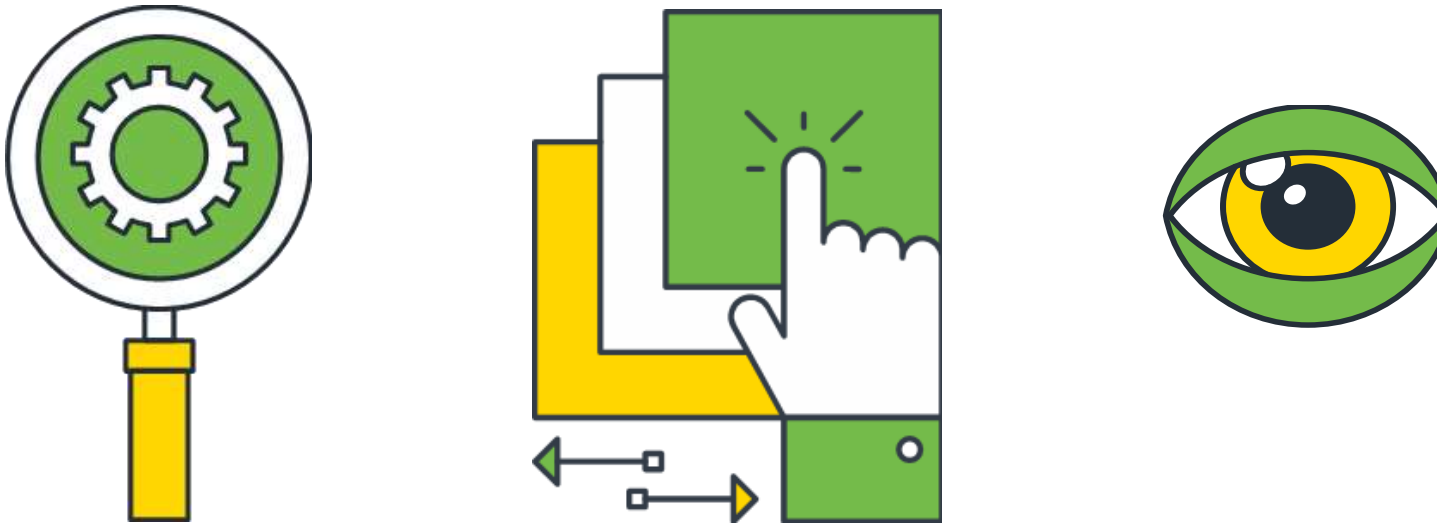
We believe...

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.

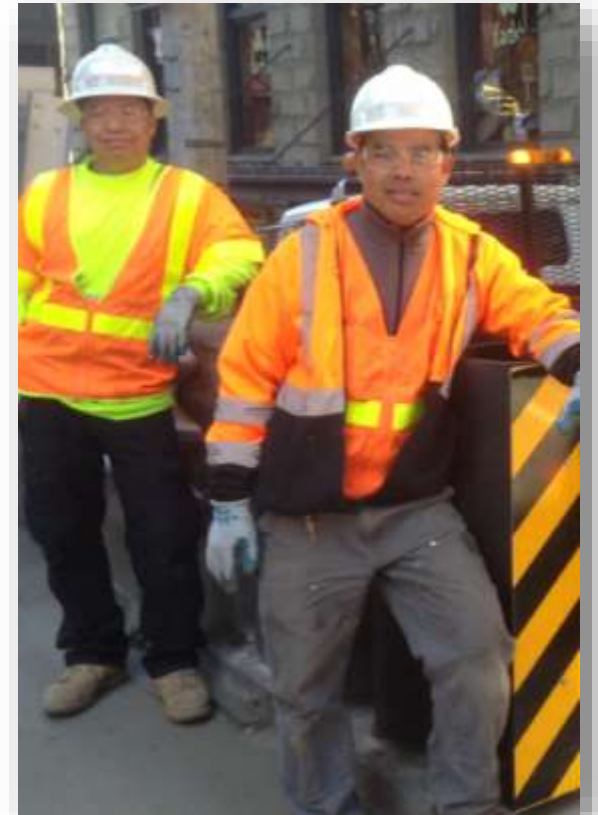


"Under-connected": Economic mobility

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

"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

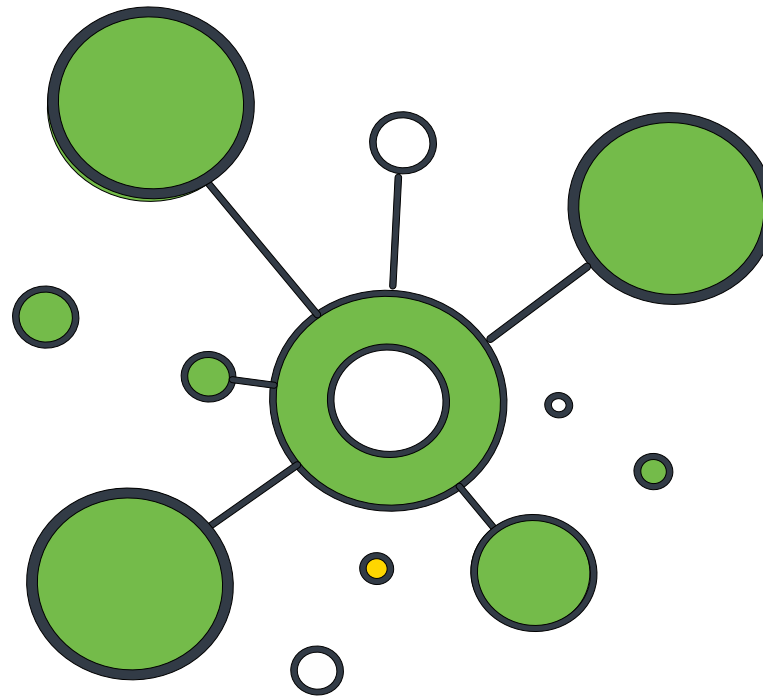
Digital equity partners

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

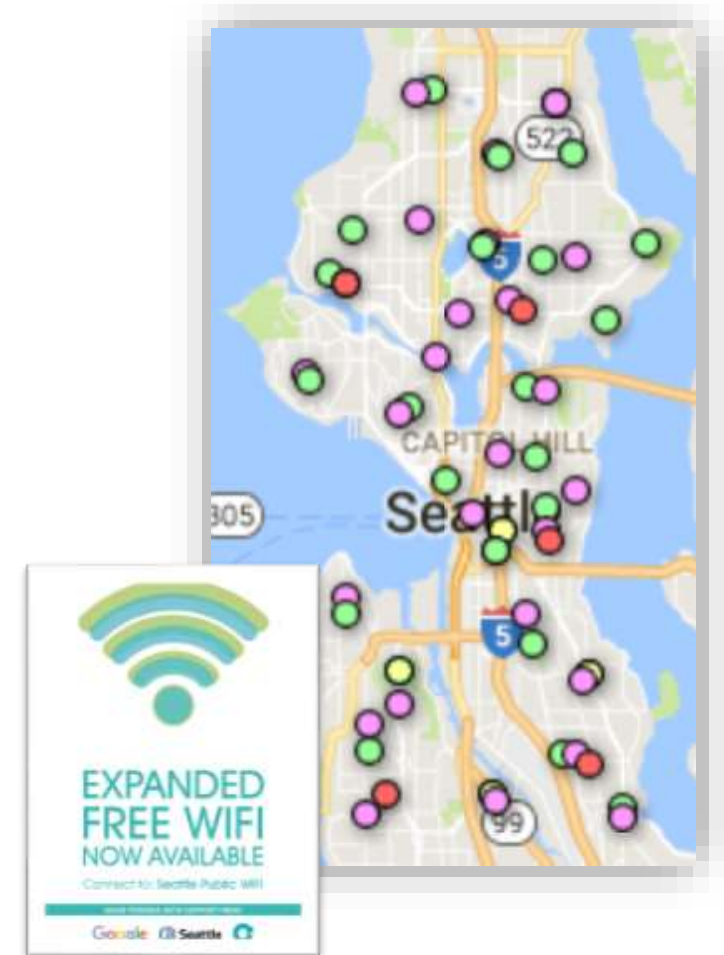
\$695,000 provided connectivity, skills training, devices and technical support through Technology Matching Fund grants and Community Technology grants

\$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:

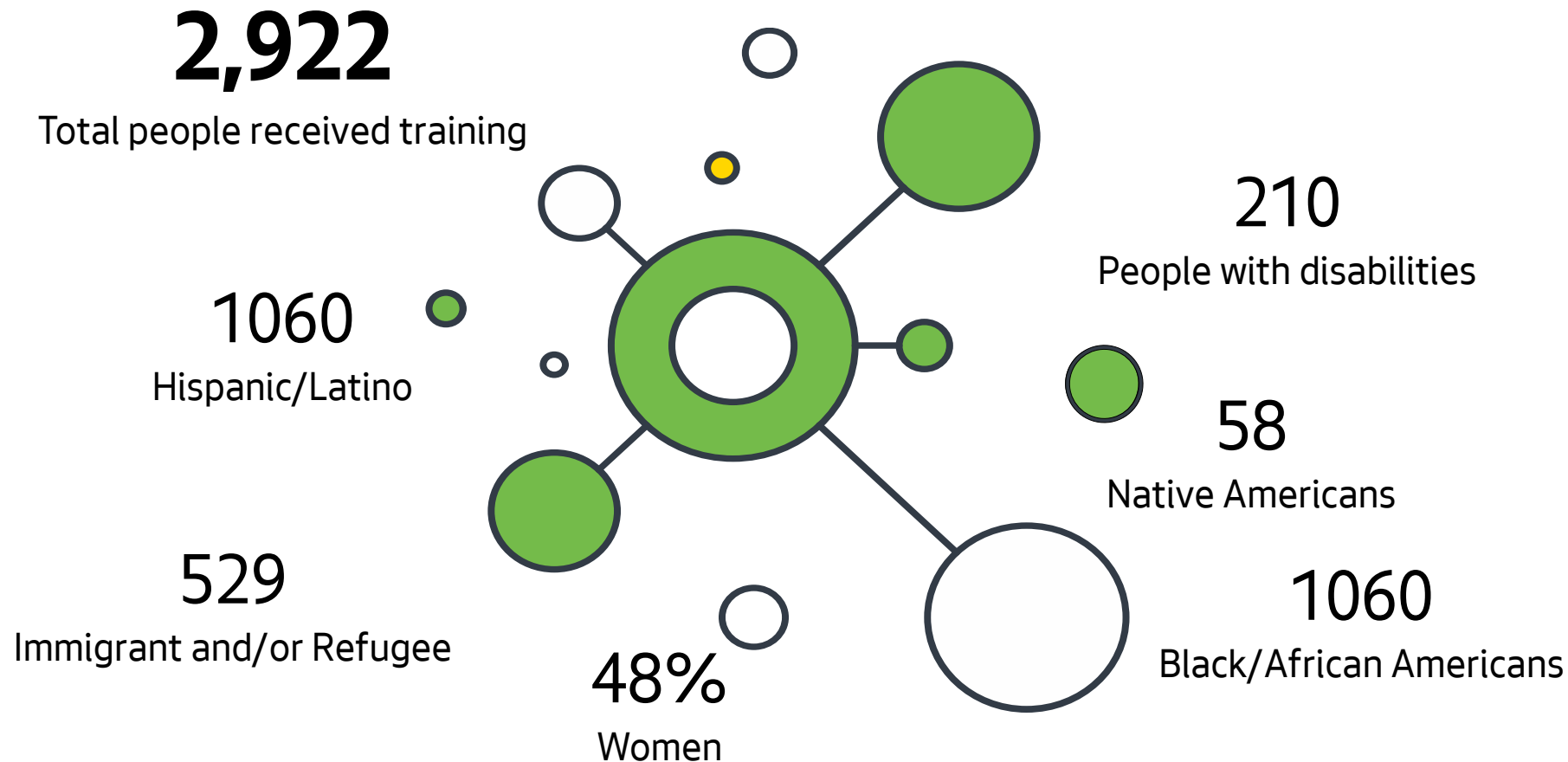
- Digital literacy for seniors
- Coding
- Database admin

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



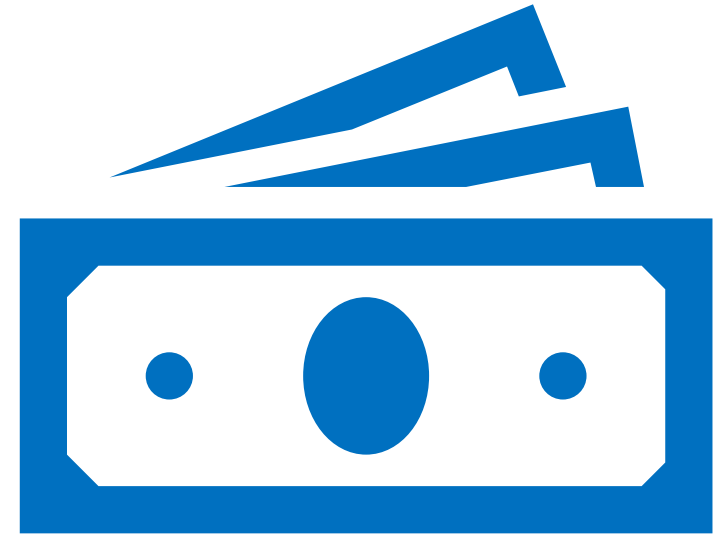
- **4,261 hours** of open computer lab time at 5 Community Centers through partnership with Associated Recreation Council
 - Delridge, Rainier, Rainier Beach, South Park and Yesler Terrace (21% of clients report not having access to computers or internet at home)

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