

Memo

Date: May 7, 2019
To: Council President Bruce Harrell
From: Saad Bashir, Director of Seattle Information Technology, Chief Technology Officer
Subject: 2018 Digital Equity Report

2018 Digital Equity Report

In 2018, the City of Seattle provided services to further a vision of digital equity in Seattle “where technology’s opportunities equitably empower all residents and communities - especially those who are historically underserved or underrepresented.”

Seattle IT’s Broadband and Community Technology team developed a set of metrics to assess the city’s progress in this work. Our investment efforts included improved connectivity to the internet, distribution of computer devices to organizations and individuals, and support for community-based digital skills training. This report represents the work of Seattle IT and seven other City departments, as well as community and corporate investments made to further digital equity.

Highlights include:

- 4,692 residents received digital skills training.
- Nearly 4 million Wi-Fi sessions and 880,000 computer sessions were provided at 70 City facilities such as libraries, community centers and customer service centers.
- Library internet hotspots were circulated 8,254 times, and 5 tiny home villages were equipped with internet connectivity via fixed hotspots.
- 223 nonprofit organizations receive free internet for their business and client usage through agreements with Comcast and Wave, serving an estimated 205,269 residents.
- 369 households enrolled in the Wave discount internet program. 2100 households enrolled in the Internet Essentials program offered by Comcast.
- 182 computer devices were distributed to low-income individuals and 198 to organizations by Seattle IT. In addition, 974 surplus City computers went to Seattle Public Schools and non-profits.

Attached is our complete digital equity report for 2018.