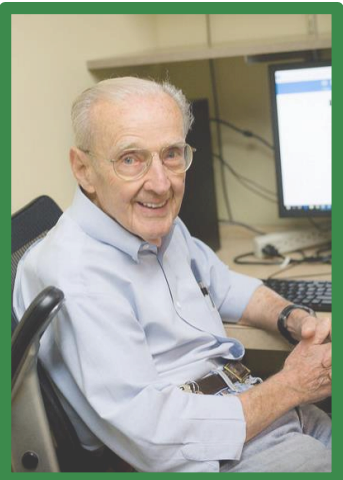


# Digital Equity in Seattle

## 2018 Annual Report



# Our 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.

# 2018 Accomplishments

Skills Training	Connectivity	Devices	Applications & Online Services
<b>4,692 residents</b> received training <b>23 community organizations</b> were funded to provide training	<b>2,469 low-income residents</b> signed up for discounted internet <b>223 community organizations</b> received free internet <b>70 public access sites</b> throughout the city	<b>182 laptops</b> distributed to low-income residents <b>1,172 computers and devices</b> to community organizations	<b>Improved navigation</b> of <a href="http://seattle.gov">seattle.gov</a> <b>Increased access</b> to affordability services through <a href="http://seattle.gov/affordability">seattle.gov/affordability</a>

Four strategies to ensure that every resident has the necessary technologies to participate in society

# Skills

In 2018, the City of Seattle supported 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



At Education for All, East African immigrants take classes on Basic Computer Usage, Internet Citizenship, and Digital Self-Sufficiency to gain skills to take advantage of the internet's opportunities.

### 4,692 Seattle residents received skills training in 2018

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

# Older adults building digital skills



At the West Seattle Senior Center, monthly computer classes teach computer basics as well as new technology skills like buying tickets online, using online maps, creating grocery lists, and listening to podcasts. As participants learn computer skills, they gain confidence to use new technologies and are better connected to services, friends, and family.

**222 individuals participated in computer classes at the West Seattle Senior Center in 2018.**

Funding was provided in part through a City of Seattle Technology Matching Fund grant, with instructors from The Seattle Public Library.

## Helping Seattle residents access affordable and sufficient internet



**223** community organizations received free broadband internet from Comcast and Wave. This is a public benefit worth \$468,300.

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



**2,469** low-income residents enrolled in the discounted home internet programs through Comcast and Wave in 2018.

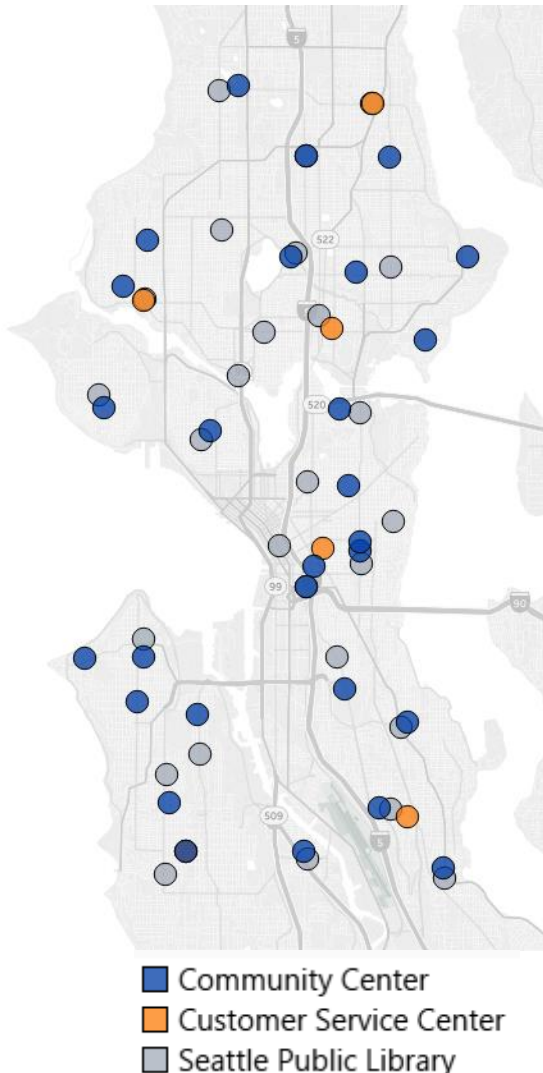
At least **194** of these were residents of Seattle Housing Authority communities.

*\*Note: Some residents may be double-counted if they access internet services at multiple community organizations.*

## The City of Seattle provides free public access to computers and Wi-Fi in 70 sites.

In 2018, these sites provided:

- **879,559 sessions** at public computers
- **3,888,462 Wi-Fi connections** to residents' computers, smartphones, and tablets



<p><b>27 Public Libraries</b>                      830,601 computer sessions                      1.7 million Wi-Fi connections</p>	<p><b>29 Parks &amp; Recreation                      Community Centers</b>                      39,413 computer sessions                      608,342 Wi-Fi Connections</p>
<p><b>6 Customer Service Centers</b>                      9,545 computer sessions</p>	<p><b>Other City of Seattle Sites</b>                      10 sites, including                      City Hall, the Justice Center, &amp;                      King Street Station</p>



# Connectivity

## Mobile connectivity through The Seattle Public Library

**675** mobile hotspots available for check-out

**8,254** check-outs of hotspots. 527 through prioritized community outreach

**319,990 GBs** of data was downloaded



**5** Tiny Home Villages were connected to the internet through Library Mobile Hotspots

**3,500 GBs** were downloaded by residents



# Devices

## Increased technology for community organizations

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



**1,018**  
desktops



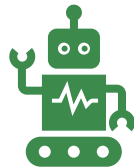
**74**  
laptops



**46**  
tablets

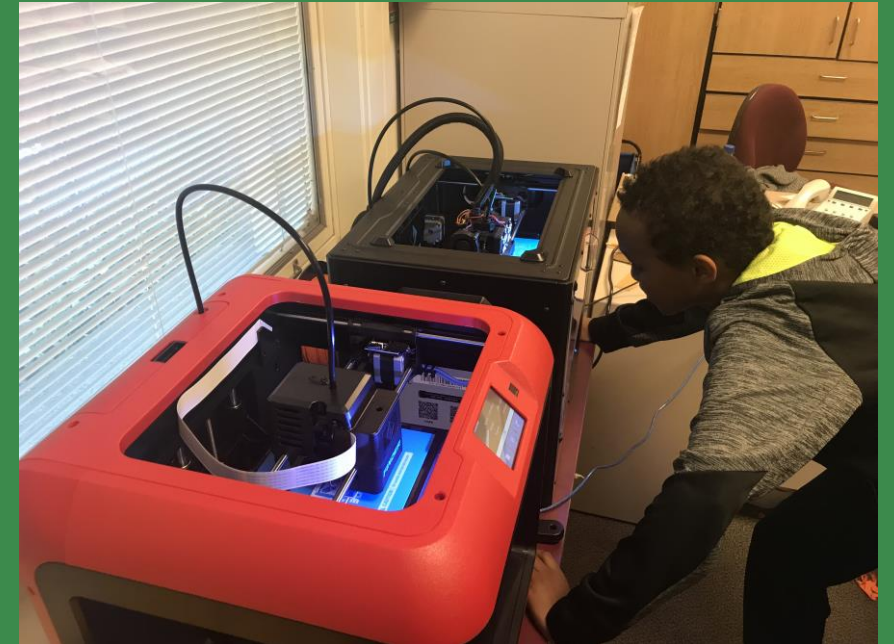


**7**  
smartphones



**27**  
other devices  
(like printers or robotics kits)

\***974 computers** came from the **City Surplus** program through the Finance and Administrative Services Department. City computers were refurbished for re-use in schools and community organizations.



STEMpaths and Dunlap Elementary School partnered to create a “MakerSpace” with 3D printers, funded in part through a Technology Matching Fund grant.

## Confident new laptop owners



Graduates of the Seattle Public Library and Somali Family Safety Taskforce computer class.

In 2018, The Seattle Public Library partnered with the Somali Family Safety Taskforce to provide technology training to 10 participants. After learning new digital skills, class graduates received refurbished laptops, provided with support from Seattle IT and InterConnection.

Before taking the class, few residents felt comfortable using a computer or the internet on their own.

After taking the class, their **confidence using technology increased**. With their refurbished laptops, participants now have the devices they need to put their newfound digital skills to use.

## Increasing device ownership for low-income residents



Above, Seattle Housing Authority residents unpack their refurbished laptops.



**182 laptops** provided to low-income individuals.

122 of these laptops were provided through the City's partnership with U.S. Housing and Urban Development's ConnectHome program. ConnectHome's goal is to increase connectivity and device-ownership among families with children living in public housing.

In summer 2018, Seattle IT partnered with Civic User Testing Groups (CUTGroups) to do usability testing on the seattle.gov website.

Ten low-income Seattle Housing Authority residents participated as usability testers.

Their feedback will guide Seattle IT's updates to the City's website, such as:

- improved menus, navigation, and search
- mobile-friendly design
- voice-activated online services



**A more mobile-friendly City website increases accessibility for Seattleites, especially those with limited access to computers.**

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

The screenshot shows a web browser window with the URL [www.seattle.gov/affordable](http://www.seattle.gov/affordable). The page header includes the Seattle.gov logo and Mayor Jenny A. Durkan's name. The main heading is "Making Seattle More Affordable". Below the heading is a breadcrumb trail: "Services & Information / Making Seattle More Affordable".

The page is divided into two main sections. On the left is a "Filter Services" sidebar with a list of categories, each with an unchecked checkbox:

- Popular Services ★
- Child Care
- Education
- Electricity
- General Assistance
- Health, Nutrition & Recreation
- Home Improvements
- Housing
- Professional Opportunities
- Tax Assistance
- Transportation
- Utilities

At the bottom of the sidebar is a search box labeled "Keyword(s)" and a "Refine" button.

The main content area is titled "Free and Discounted Resources for Seattleites". It contains a paragraph: "This centralized webpage allows Seattle residents to view and access more than 100 free and discounted resources and benefits that the City and its partners provide to eligible Seattle residents".

Below this is a section for "111/111 Services". It features four service cards:

- 2-1-1**: Resource hotline for people who need assistance.
- Account credit for overdue utility bills**: The Emergency Assistance Program, for customers who are in danger of having their water service shut off.
- Account credit for underground leak**: Credit for ratepayers if an underground water service line breaks on their property.
- Adopt-a-Street**: Free litter clean-up supplies, safety equipment, and graffiti removal supplies for neighborhood cleanups.

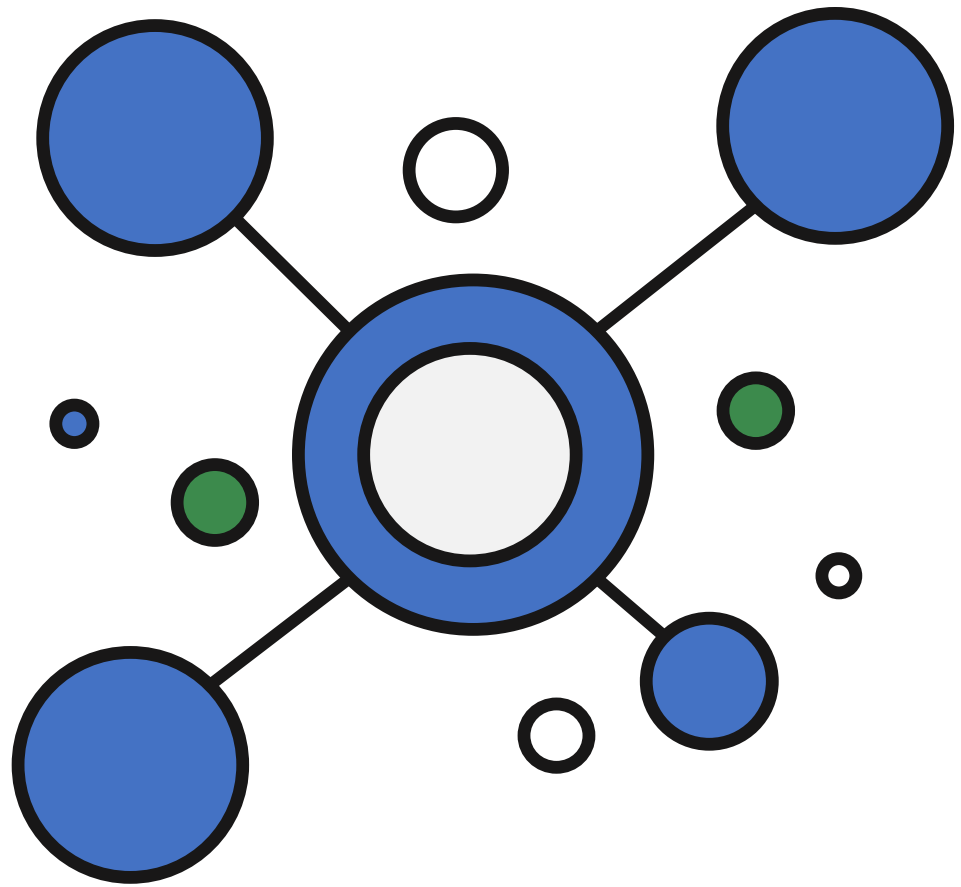
# Partners in digital equity

## Public

Including City of Seattle, The Seattle Public Library, Seattle Housing Authority, and Seattle Public Schools

## Private

Including Comcast, Wave, Facebook, and T-Mobile



## Community

Including 269 nonprofits and 244 community volunteers donating 7,463 hours of service

# 8 City departments contributed to improving digital equity in 2018

**Economic Development**

**Finance and  
Administrative Services**

**Human Services**

**Information Technology**



**Seattle**

**Immigrant and Refugee Affairs**

**Neighborhoods**

**Parks and Recreation**

**The Seattle Public Library**



# Building a Digital Equity Network

In October 2018, Seattle IT helped launch the **Digital Equity Network**

40 community members representing 20 organizations gathered to develop relationships, strategies, and resources to ensure equitable access to digital technologies, opportunities, skills, and knowledge that enable communities to thrive.

Participants include **The Seattle Public Library, Seattle Public Schools, Somali Family Safety Task Force, Casa Latina, Seattle Goodwill, CenturyLink, Literacy Source** and more.



Digital Equity Network partners gather together to develop shared strategies to address technology access and equity issues.

# Over \$1.4 Million in City contracts with community organizations

<b>\$734,069</b>	Technology Matching Fund and Community Technology grants supporting connectivity, skills training, devices, and technical support programs
<b>\$650,200</b>	Ready to Work contracts to community agencies teaching English (ESL) and computer skills
<b>+ \$97,000</b>	Neighborhood Matching Fund grants awarded to community projects focusing on tech skills
<b>\$1,481,269</b>	<b>Total contracts</b>

# Understanding the technology needs of residents

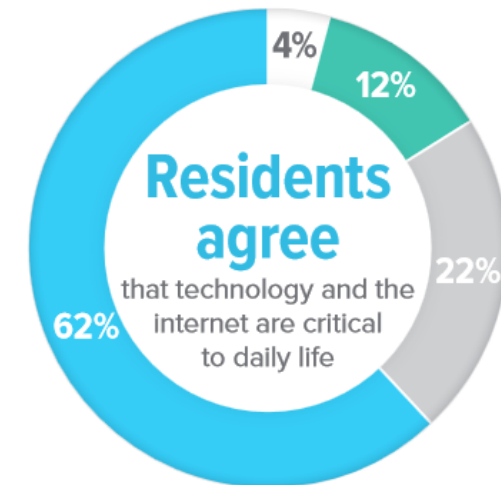
In 2018, the City conducted the **Technology Access Adoption Study** to understand how Seattle residents use technology and the internet. This study marks the fifth city-wide survey of residents since 2000.

Responses from 4,315 residents provided a holistic view of digital engagement across the city. We explored not only adoption of devices and rates of internet access, but also the reasons for those levels of adoption.

The study also uncovered barriers that prevent residents from utilizing digital technologies, which then informs the City's work to ensure access, services and resources necessary for all Seattle residents to succeed in life.

The full report is available at [seattle.gov/2018techsurvey](http://seattle.gov/2018techsurvey)

Home internet access in Seattle has increased from **85%** TO **95%** over the past five years.



Extremely Important    Important  
Very Important    Not Very/Not Important

# For more information

## Questions about the City's digital equity work?

Please contact:

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[david.keyes@seattle.gov](mailto:david.keyes@seattle.gov)

(206) 386-9759

## Find more information online at:

<https://www.seattle.gov/tech/initiatives/digital-equity>

# Acknowledgements

Thank you to Seattle's many community, business, education, and public partners who contributed to toward digital equity in 2018.

## Seattle IT

**Saad Bashir**, Chief Technology Officer

**Jim Loter**, Digital Engagement Director

## **Broadband & Community Technology Team**

Chance Hunt, Manager      David Keyes

Alice Lawson                      Delia Burke

Brenda Tate                      Vicky Yuki

Seferiana Day                      Kellie Kunzel

James Moore