

DIGITAL EQUITY FOR ALL: LAUNCHING A NEW ACTION PLAN

April 6, 2016



POWERFUL TECHNOLOGY SOLUTIONS
FOR THE CITY AND PUBLIC WE SERVE



Seattle
Information Technology

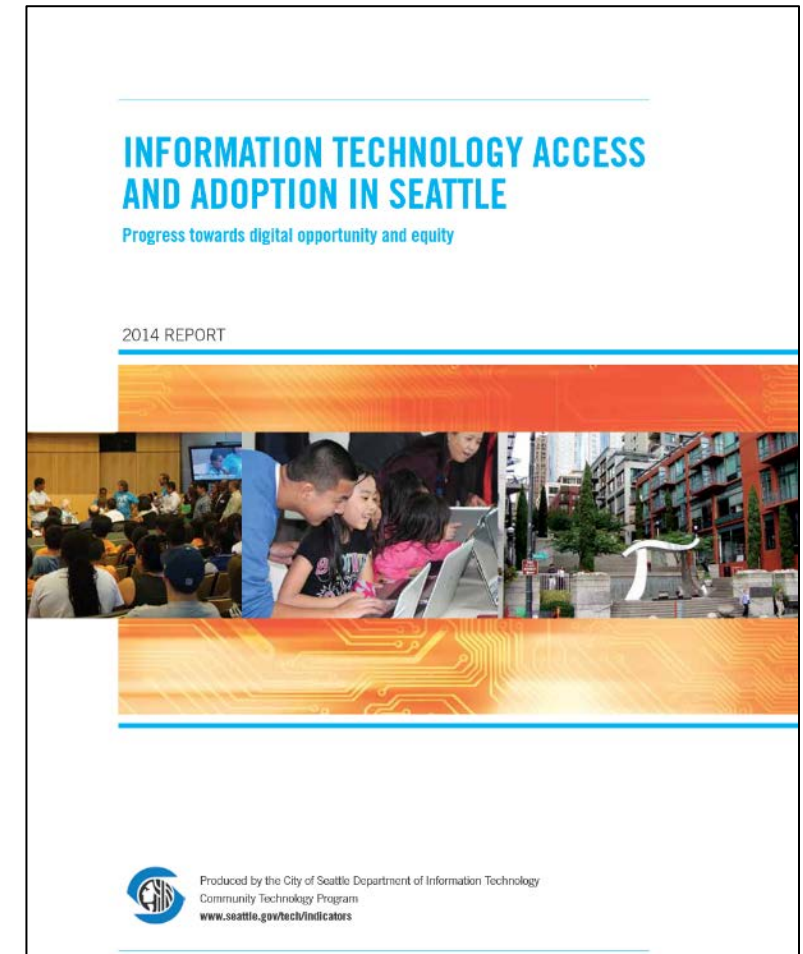
WHY FOCUS ON DIGITAL EQUITY?

CURRENT PROGRAM

- DoIT Community Technology Program
- Established current mission in 2000, with an emphasis on direct City service
- Administers Tech Matching Fund, which has awarded more than \$3.9M since 1997

THE NEED

- 15% of households without internet access
- Tech literacy, device access lower for low-income, minority, immigrant communities
- Changes in technology and its role in society increases need, requiring partners to help deliver services beyond the current capacity of the City.



DEVELOPING A NEW DIGITAL EQUITY VISION

FORMED THE DIGITAL EQUITY ACTION TEAM

- 34 members from community, faith-based, education, and nonprofit organizations; and corporations
- 15 City departments
- 3 strategy working groups: connectivity, skills, and devices

COMMUNITY ENGAGEMENT

- More than 100 community members engaged
- Leveraged Technology Indicators Report research, which included in-language focus groups and surveys
- 50+ Community Technology Advisory Board members and attendees



COMMUNITY DIRECTION: “DIGITAL EQUITY FOR ALL”

GOALS

- Skills training
- Devices and technical support
- Connectivity

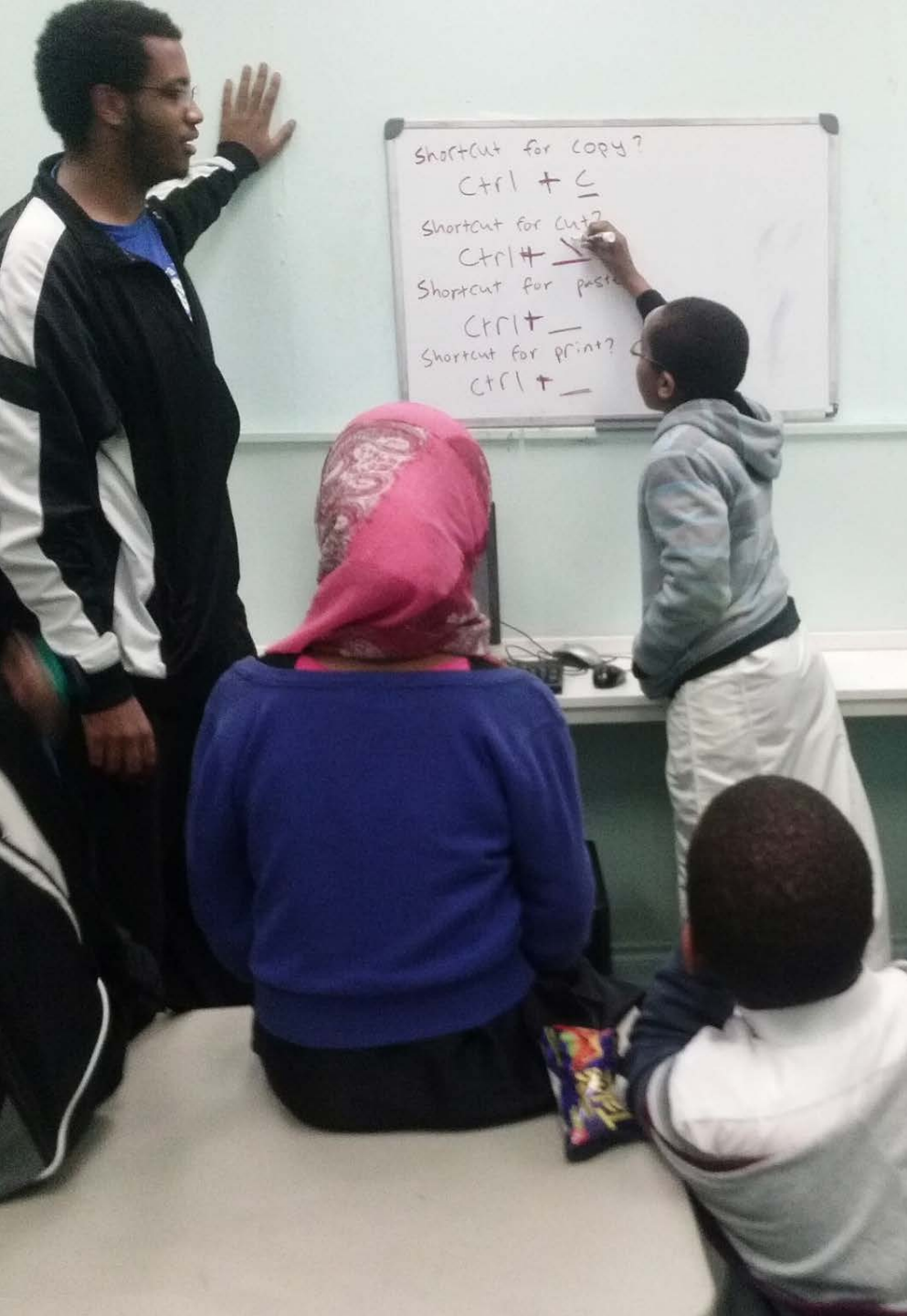
GUIDING PRINCIPLES

When implementing the plan, the City should:

- Eliminate barriers
- Align and integrate
- Be a leader (*try innovative approaches*)
- Coordinate (*with partners and City departments*)
- Ensure equitable development

“WE ENVISION SEATTLE AS A CITY WHERE TECHNOLOGY’S OPPORTUNITIES EQUITABLY EMPOWER ALL RESIDENTS AND COMMUNITIES - ESPECIALLY THOSE WHO ARE HISTORICALLY UNDERSERVED OR UNDERREPRESENTED.”

- DIGITAL EQUITY ACTION COMMITTEE



GOAL #1: SKILLS TRAINING

Create and deliver educational opportunities for residents to gain technology skills, be successful in employment, entrepreneurship, lifelong learning, civic engagement, and use of essential online services.

- Expand digital skills training programs
- Prepare qualified trainers in tech centers
- Provide additional resources and support for community-based organizations

2016-17 EFFORTS

- Fund collaborative projects through Technology Matching Fund
- Pilot a "train the trainer" program with Goodwill, SPL to increase instructions in communities



GOAL #2: DEVICES AND SUPPORT

Ensure affordable, available, and sufficient devices and technical support.

- Increase assistive tech (help those with different abilities) at community sites
- Increase support for device ownership programs

2016-17 EFFORTS

- Provide assistive tech kits and best practice guides for labs
- Provide refurbished computers for public housing residents
- Develop device program for housing-insecure youth
- Create a targeted donation program to increase supply of low cost devices

GOAL #3: CONNECTIVITY

Ensure sufficient options for affordable and available internet connectivity.

- Improve high-speed internet infrastructure
- Improve internet availability to individuals
- Improve connectivity in public spaces

2016-17 EFFORTS

- Increased number of hot spots available through Seattle Public Library
- Provide internet for 800 students residing in Seattle Housing Authority households
- Deploy free Wi-Fi in community centers
- Develop City Wi-Fi strategy



NEXT STEPS FOR 2016

- Expand availability of low-cost devices via equipment refurbishment programs, starting in July 2016
- Award \$320,000 in Technology Matching Funds to support digital equity by August 2016
- Develop public Wi-Fi plan for disadvantaged and underserved areas by August 2016
- Deploy or expand free Wi-Fi in 26 Community Centers by December 2016



<http://seattle.gov/digital-equity>

THANK YOU

