

Internet for All Seattle (IFA) 2021 Update Report

Transportation & Utilities Committee

April 21, 2021

Internet for All Update Report

July
2020

Res. 31956 adopted by Council & signed by the Mayor.

Elements of Digital Equity

Sept.
2020

Seattle IT published **Internet for All Seattle Report**
Gap analysis and outlined short-term actions and long-term solutions to close the gap.



Internet



Devices

April
2021

Seattle IT published **2021 IFA Update Report**
Progress on initial strategies to increase internet access and adoption. Includes an update on the action plan, evaluation, and the Race and Social Justice Analysis.



Digital Skills



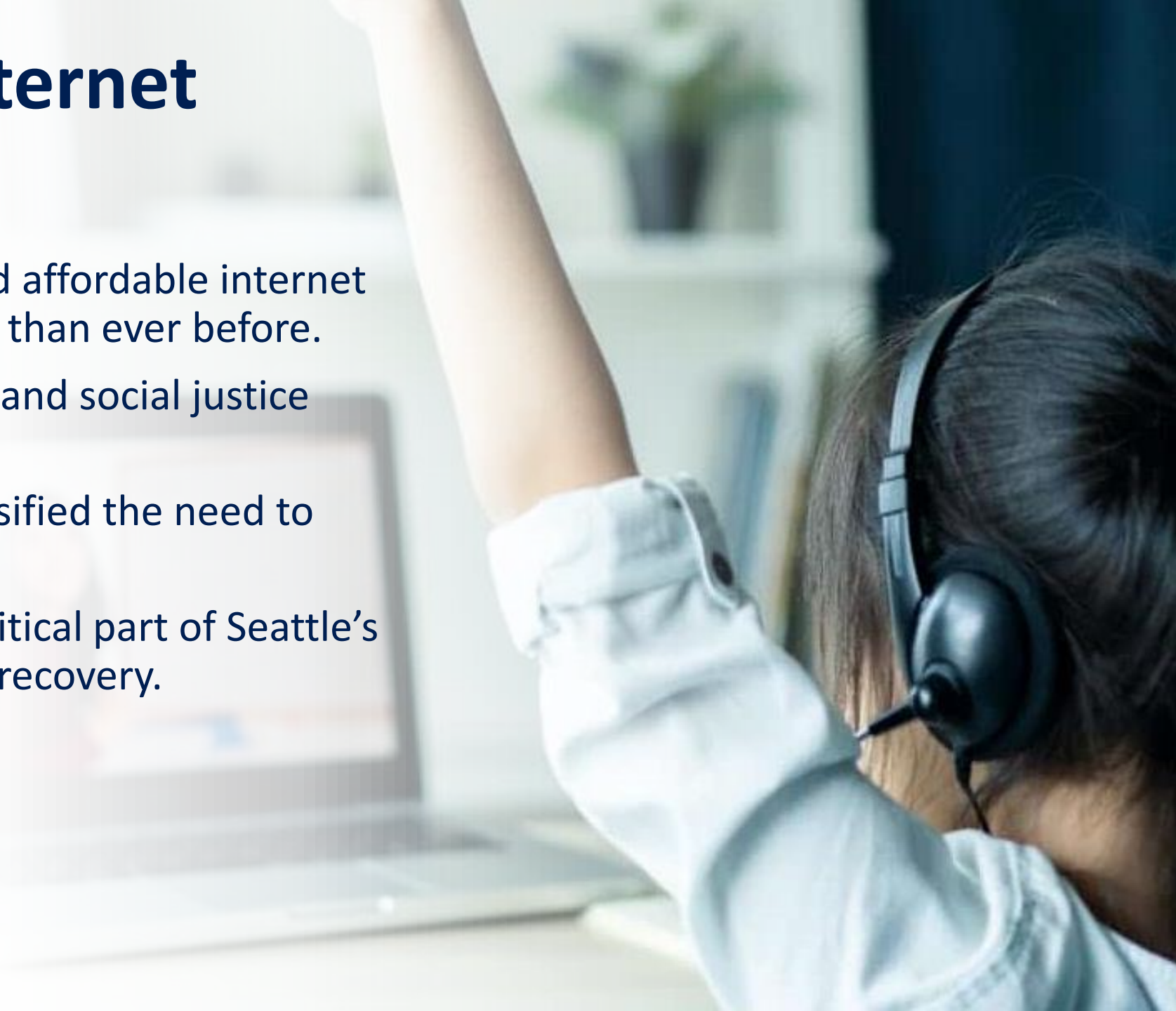
Applications &
Services

Internet for All Strives to Close the Gap

- We are a well-connected City.
- Internet adoption gap is concentrated in specific geographic areas and key demographic groups.
- Explained by affordability not infrastructure.
- IFA's roadmap and action plan strives to close the remaining gap.

Importance of Internet for All Seattle

- The importance of reliable and affordable internet has become more critical now than ever before.
- Access to technology is a race and social justice issue.
- COVID-19 pandemic has intensified the need to address our digital divide.
- Improving digital equity is a critical part of Seattle's long-term inclusive economic recovery.





2020 Internet for All Data Collection Results

What was achieved...

Outreach & Assistance



Shared low-cost broadband options to over 3,000 residents.

3,000

Internet Connectivity



Total household sign-ups to low-income internet programs in 2020.

7,300

Devices



Public/Private donated 9,000 devices and loaned 40,000 devices to those in need.

49,000

Digital Skills & Technical Support



Public/Private provided 5,818 hours of digital skills training to 5,228 residents.

5,800

Driving Resources to Communities in Need

A woman with glasses is shown in profile, looking at a laptop screen. She is wearing a striped long-sleeved shirt. The background is slightly blurred, showing other people and laptops, suggesting a public space like a library or community center.

- Invested \$320,000 in Technology Matching Fund grants to 14 community-based organizations. Plus \$25,000 for 15th TMF project from foundation.
- Seattle Public Library increased hotspots circulation to 1335 with 410 targeted to specific communities.
- Office of Economic Development provided 174 hotspots to Digital Bridge job seekers.
- Human Services Department secured 138 hotspots for a Social Connectivity project for seniors.
- Seattle Public Schools distributed 43,000 laptop/iPads, 4,200 hotspots/internet codes and launched 8 tech support centers.

Enabling Infrastructure Improvements

- Planning for Wi-Fi upgrades began at Magnuson Community Center and Langston Hughes.
- Seattle locations targeted to deploy Community Cellular Network pilot.
- Comcast Lift Zones expanded to four locations to provide free Wi-Fi.
- Comcast and Wave increased service levels on low-income internet programs (*Internet Essentials* and *Simply Internet*) from 25/3 Mbps to 50/5 Mbps.
- Installed free business broadband at 18 new Access for All community sites.



Building Regional Partnerships

- Seattle IT developed a partnership with Lumen (formerly CenturyLink) to provide 20 complimentary Gigabit internet service connections to non-profit organizations.
- Seattle Public Schools and Seattle Housing Authority hired Digital Equity Coordinators.
- Seattle IT, UW, Seattle Public Schools and Seattle Housing Authority collaborating to support Seattle Community Cellular Network pilot.
- TechConnectWA.com launched to offer tech support

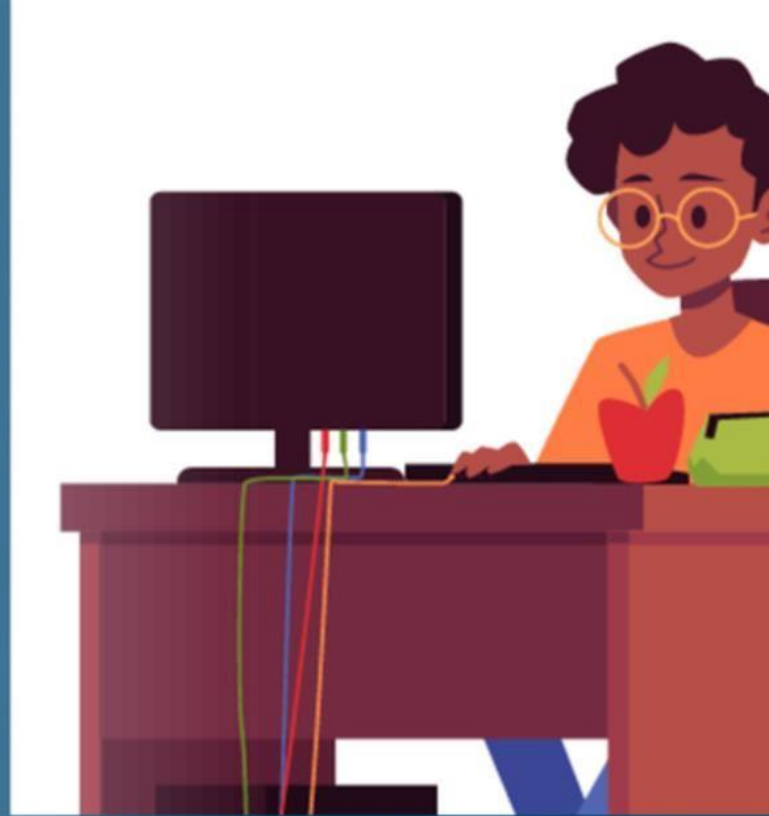


Monitoring Policy Opportunities

- Federal Emergency Broadband Benefit program (CARES ACT, COVID-19 Relief)
- American Rescue Plan Act: Targeted funding + flexible local & state recovery funds for direct community support to improve digital equity.
- Proposed American Jobs Plan (Infrastructure Bill)
- WA State: Proposed \$7.5 M for digital navigators plus support for digital equity data dashboard and digital inclusion in the State Broadband Office.
- Upcoming King County Broadband Strategic Plan

LEARN MORE AT

[fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit)



COMING SOON

A program connecting eligible households to critical healthcare services and virtual classrooms

Connecting Community to Information

- Seattle IT supported over 900 resident internet service requests and outreach on low-cost internet programs to organizations serving over 3000 residents.
- The City shared vital information about internet service provider improvements to their low-income discount plans.
- The City developed a dynamic free public Wi-Fi map to be published in the second quarter.



Internet for All Work Continues...

- Promote availability of Emergency Broadband Benefit.
- Pursue Federal funding opportunities, including COVID-related American Rescue Plan Act funding.
- Exploring all opportunities to foster donations, sponsorships, and financial support from external partners (public/private).
- Administering 2021 Technology Matching Fund grants.
- Wi-Fi upgrades at Community Centers.
- Complete Wi-Fi equipment upgrades at remaining SPL branches.
- Exciting work with Seattle Community Cellular Network Pilot.
- Internet for All Seattle Dashboard
- Community Technology & Broadband team continues work on the IFA Action Plan table items.



Questions