City of Dallas

FACT SHEET: DIGITAL EQUITY EFFORTS

AFFORDABILITY
ACCESS
DEVICES
DIGITAL SKILLS

💲 AFFORDABILITY

AFFORDABLE CONNECTIVITY PROGRAM – ENROLLMENT DASHBOARD | bit.ly/3P2k9p6

The dashboard provides data on internet connectivity or a lack thereof within the City of Dallas at a census tract level and enrollment numbers for the federally funded Affordable Connectivity Program (ACP) for Dallas.

AFFORDABLE CONNECTIVITY PROGRAM – ENROLLMENT GUIDE | bit.ly/3OFbjMf

ACP Enrollment Guide assists trusted community partners in supporting Dallas residents and families who are eligible to receive a monthly benefit of up to $30 off internet services through the Affordable Connectivity Program. The Guide is available in English, Spanish (bit.ly/47ximzs) and Vietnamese (bit.ly/3P0zars).

AFFORDABLE CONNECTIVITY OUTREACH GRANT

In March of 2023, the City of Dallas was awarded $700,000 by the Federal Communications Commission (FCC) through the Affordable Connectivity Program Outreach Grant Program to facilitate the promotion and awareness of and participation in the Affordable Connectivity Program among eligible households.

The City will partner with Dallas County, Dallas Independent School District and Dallas Housing Authority for a widespread engagement and outreach campaign to reach millions of residents served by all our agencies utilizing a broad range of media strategies to drive attendance to in-person ACP enrollment events in the community.

CURRENT COST OF AN INTERNET SUBSCRIPTION FOR HIGH-SPEED INTERNET

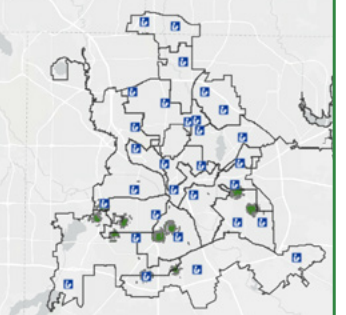| Name	Plan	Pricing (as of Aug. 2023)	Speed	Connection	Source
AT&T	Fiber Internet 300	$55.00/mo.	300 Mbps	Fiber	bit.ly/44iy8Lv
AT&T	5 GIG	Starting Price $180.00/mo.	4,700 Mbps	Fiber	bit.ly/44iy8Lv
Spectrum	Internet Gig	Starting Price $89.99/mo.	1,000 Mbps	Fiber	bit.ly/3YFRYiY
Frontier	Fiber Internet	$49.00/mo.	500 Mbps	Fiber	bit.ly/3DXHuSb

📶 ACCESS

COMMUNITY WI-FI LOCATIONS | bit.ly/3QIuFTw

Since December 2020, the City has provided free wi-fi connectivity to 10 neighborhood locations utilizing advancements in street light technology and wireless technology. The neighborhood locations selected are the least connected in the city. Wi- Fi is also available at all Dallas Public Libraries.

Wi-Fi Locations Map

- ■ Public Libraries
- □ Council Districts
- ■ Community Wi-Fi Pilot Areas

🖥 DEVICES

DALLAS PUBLIC LIBRARY HOTSPOT AND LAPTOP PROGRAM | bit.ly/3s5y0BJ

Dallas Public Library Cardholders can check out a Laptop + Hotspot bundle for up to 30 days with the option to renew if there are no outstanding requests. Multiple devices can be used on one hotspot. Each laptop comes installed with Microsoft Office products for your use, including Word, Excel and PowerPoint. It can also browse the internet, check email and accomplish any tasks you might need a computer to do.
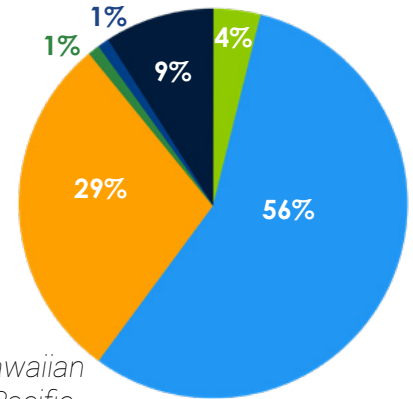
📖 DIGITAL LITERACY

DIGITAL NAVIGATORS PROGRAM | bit.ly/3E0xyrq

Dallas Innovation Alliance (DIA) administers the Digital Navigators Program to address the four pillars of digital equity: affordability, access, devices and digital skills. The program advances the recommendations identified in the City's Broadband and Digital Equity Strategic Plan through engagement with targeted communities to better understand and alleviate their needs to be connected to the internet, utilize computers and laptops and acquire training to support digital skills.

Dallas Residents Served
As of July 2023

- Black or African American, 56%
- Hispanic/Latino, 29%
- White, 4%
- American Indian or Alaska Native, 1%
- Other/Multiracial, 1%
- No Race/Ethnicity Collected, 9%
- Asian, 0%
- Native Hawaiian or Other Pacific Islander, 0%
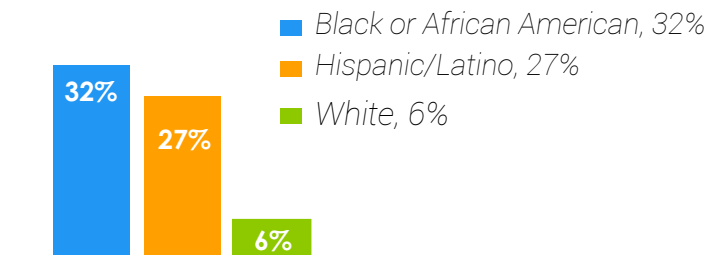
DALLAS SECURE APP

The Dallas Secure App is a mobile app offered to Dallas residents for free that alerts residents if their mobile device, tablet or Chromebook encounters threats, such as a potentially unsecure Wi-Fi network. With each alert, Dallas Secure offers recommendations on how to address the threat it detected. Dallas Secure does not access or distribute any personal information on any device.

🧍🧍 CURRENT STATE OF DIGITAL DIVIDE IN DALLAS

EQUITY INDICATORS REPORT

The City of Dallas Equity Indicators report tracks the fairness and justice in outcomes for and treatment of groups of people in the city. From the 2021 Report, Indicator #29: Internet Access, shows that before the pandemic, 32% of Black and 27% of Hispanic households lacked internet access, compared with just 6% of white households.

- Black or African American, 32%
- Hispanic/Latino, 27%
- White, 6%

DIGITAL DIVIDE INFORMATION

There are a total of **74,486 (12.1%)** households without highspeed (100/10 Mbps) internet access.
Source: 2021 American Community Survey (ASC)

Under 18 years old, with a computer, **31,612 (8.6%)** don't have internet.
Source: 2021 American Community Survey (ASC)

103,250 Households are enrolled in the Affordable Connectivity Program (ACP).
As of June 2023 Source: Affordable Connectivity Program Enrollment Dashboard