Item 6B - TCHC Provision of Internet Access to All TCHC Households
TSC Public Meeting of November 18, 2021
Report:TSC:2021-70   **PRESENTATION**

Item 6B - TSC:2021-70 - Presentation

In-Suite Internet Access for TCHC Tenants

Toronto Community Housing/ City of Toronto

November 18, 2021

Toronto Community Housing

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Pilot Updates

- Inter-departmental group of staff meets regularly to oversee the feasibility review.

- Met with teams from internet providers to discuss possible options.

- Review of financial feasibility to roll out system-wide plan.

- Working closely with the City of Toronto's ConnectTO team to review funding and pilot options for TCHC buildings.

- Continue to work with internet service providers to pursue other internet provision options for tenants. (eg. Expanded Connected for Success Options)

- Common space internet Pilot established with the City's ConnectTO

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Pilot Updates (continued)

- Preliminary service provider data indicates a higher number of tenants may already have internet access.

- Identifying Barriers to Access (through tenant Survey)

5. **Do you have reliable access to internet in your Toronto Community Housing unit?**
   - ☐ Yes
   - ☐ No

6. **If no, what barriers to internet access exist in your household?**
   [Please select all that apply]
   - ☐ Internet service is not available in my building/unit
   - ☐ I don't have a device that connects to the internet
   - ☐ My internet speed is too slow
   - ☐ The cost of internet is too high
   - ☐ I don't know how to use the internet
   - ☐ Security or privacy concerns
   - ☐ My disability limits me from accessing the internet
   - ☐ No need or interest
   - ☐ Other

Common Space Pilot

- In February 2021, as part of the city's ConnectTO initiative, the Mayor announced a $2 million investment to go towards expanding internet access including in Toronto Community Housing buildings.

- This funding aims to provide one year of common space internet to approximately 100 TCHC buildings.

- To date, we have begun implementation and have worked out a roll out schedule that will have buildings connected over the next year.

- TCHC has been able to hire three project managers that will be responsible for the oversight of 33-35 sites.

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Exploring Options with ConnectTO

- Exploring subsidy options with City of Toronto Divisions

- ConnectTO Phase 1 under review: 6 TCHC buildings in scope for the pilot

- Working to explore an alternate pilot based on the Connect TO roll out with an emphasis on Capital investment.

- Additional Internet Enabled Service Options for Tenants: Toronto Community Librarian Project: Toronto Community Housing, ConnectTO and the Toronto Public Library have partnered to bring the Community Librarian (CL) to TCHC communities.

- Expanding free common space WiFi with ConnectTO: currently deployed at 2 buildings, planned expansion to 152 buildings

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Next Steps

- Review/ Analysis of tenant survey data and other user data
- Meeting with City Divisions to determine feasibility of subsidy model.
- Ongoing work with ConnectTO and future pilot and funding models.
- Joint Outreach/ Communication plan to promote low cost internet options (eg. Connected for Success)
- Ongoing implementation of Common Space Pilot.