



FEDERATION OF
BLACK FÉDÉRATION DES
CANADIENS CANADIENS
NOIRS

TORONTO WIFI STRATEGY REPORT

The Federation of Black Canadians

PROJECT OVERVIEW

Free public Wi-Fi refers to wireless internet provided by the City in City-owned and operated buildings. The City currently offers free public Wi-Fi at more than 100 locations through its ConnectTO Program.

While internet speed, affordability and quality, and household access to internet-enabled devices are important factors that helps us understand why certain populations do not have access to the internet, socioeconomic factors of income, age, and race are also important factors that help explain the digital divide.



OBJECTIVES

1. **ENGAGEMENT SESSION (FOCUS GROUP)**
2. **DATA REPORTING VIA SURVEY LINK**
3. **COORDINATION:**
 - **WORK CLOSELY WITH THE LEAD CITY STAFF (CCP CLUSTER COORDINATOR) THROUGHOUT THE PROJECT FOR ORIENTATION, PROGRESS DISCUSSIONS, AND WRAP-UP.**

MARKETING



**Check out the website
landing page**



**Check out our
instagram flyer**

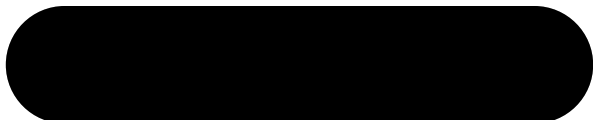
FOCUS GROUP DATA



15 Participants

zoom

To facilitate a rich and open discussion, we conducted a virtual focus group using Zoom with 15 participants.

 **100%**

Identified as Black and lived in Toronto

Engagement Mechanism

We utilized anonymous voting through Slido to gather initial thoughts and preferences. Following this,

slido

We transitioned to facilitated group discussions centered around prompts derived directly from the City of Toronto's provided survey instrument.

Facilitators

Joshua Lawal



Debra Olaniyi



Debra and Joshua both facilitated the focus group on behalf of FBC. They ensured that focus group participants signed a consent form prior to engaging in the study.

INSIGHTS TO CONSIDER

Do you currently have internet service installed at home?

Multiple Choice Poll 10 votes 10 participants

Yes - 8 votes



No - 2 votes



What words come to mind when you think of Toronto as a digitally connected city?

Wordcloud Poll 30 responses 14 participants

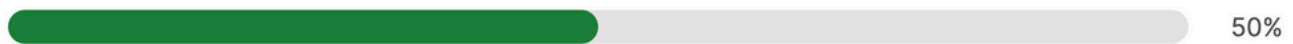


INSIGHTS TO CONSIDER

 If No (you don't have internet service installed at home), how do you primarily access the internet? Select all that apply

Multiple Choice Poll  2 votes  2 participants

At work - 1 vote



At school - 0 votes



Public Library - 2 votes



At a business establishment (ex: Coffee Shop) - 1 vote



Someone else's home - 1 vote



no need/ no interest - 0 votes





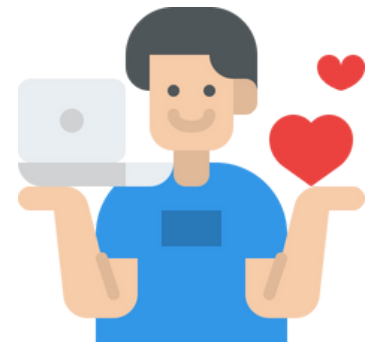
OPEN DISCUSSION

WHAT OTHER BARRIERS OR CHALLENGES DO YOU FACE IN ACCESSING THE INTERNET? (EX; COST, DEVICE, SPEED ETC

IN CERTAIN AREAS, RELIABLE INTERNET SERVICE MAY NOT BE AVAILABLE OR MAY BE LIMITED TO SLOWER SPEEDS. ALSO HIGH COST IS A FACTOR IN LIMITED INTERNET ACCESS.

POOR NETWORK RELIABILITY AND FREQUENT OUTAGES CAN DISRUPT INTERNET ACCESS.

90\$/MONTH IS WAY TOO HIGH AND THE INTERNET IS STILL SLOW



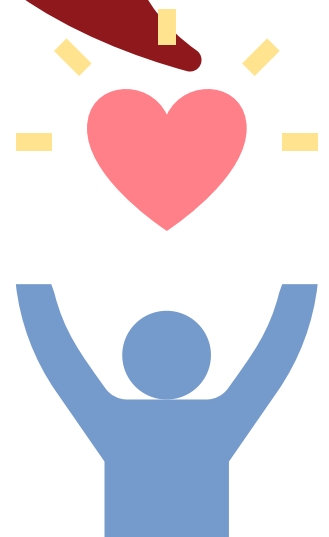
OPEN DISCUSSION

IN YOUR OPINION, WHEN IT COMES TO HAVING INTERNET AT HOME OR IN OTHER LOCATIONS, WHY IS ACCESSING THE INTERNET IMPORTANT FOR YOU? HOW DOES IT AFFECT YOUR QUALITY OF LIFE?

WORK AND EDUCATION WITH THE RISE OF REMOTE WORK AND ONLINE EDUCATION, HAVING RELIABLE INTERNET ACCESS IS ESSENTIAL FOR PROFESSIONAL AND ACADEMIC PURPOSES. IT ALLOWS PEOPLE TO WORK FROM HOME, ATTEND VIRTUAL CLASSES, AND ACCESS WORK OR STUDY MATERIALS FROM ANYWHERE.

INTERNET ACCESS HELPS ME REDUCE SOCIAL ISOLATION, IT ALLOWS ME CONNECT WITH COMMUNITIES AND PARTICIPATE IN SOCIAL ACTIVITIES.

INTERNET IS VERY IMPORTANT FOR ME CAUSE IT HELP ME STAY UP TO DATE WITH THE LATEST INFORMATION AND KNOWLEDGE, IT ALSO HELPS ME IMPROVE MY LANGUAGE UNDERSTANDING





OPEN DISCUSSION

IN WHAT WAYS CAN THE CITY HELP REDUCE THESE CHALLENGES?

PARTNERING WITH PHONE PROVIDERS AND SERVICES TO DECREASE PHONE BILL PRICES.

WORKING WITH COMMUNITY ORGANIZATIONS TO OFFER DISCOUNTED INTERNET SERVICES

CREATE BETTER INFRASTRUCTURE TO LIMITED POWER OUTAGES AND DISTRUPTIONS IN INTERNET

OFFER RENTAL DEVICES VIA LIBRABRY OR COMMUNITY ORGANIZATIONS TO FAMILIES THAT QUALIFY.