

In-Suite Internet Access for TCHC Tenants

Toronto Community Housing/ City of Toronto

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Toronto
Community
Housing



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



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.





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

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.