

City of San Antonio - Digital Inclusion

Innovation & Technology Committee

23 June 2020



Brian Dillard, Chief Innovation Officer

John Rodriguez, Assistant IT Director

Guiding Principles

Public Health and Safety

- Ensure continued COVID-19 related public health and safety while building resilience and fostering economic stability for households, nonprofits and businesses.

Equity

- Imbed equity in policy decisions and distribution of resources.

Braided Funding

- Appropriately integrate local, state and federal resources to achieve maximum impact.

Community Resilience

- Ensure households and businesses affected by COVID-19 have the resources and tools to become financially resilient and better prepared to withstand future economic challenges.

Well-Being

- Strengthen generational family well-being built upon a solid foundation of thriving non-profit organizations.

City Response & Community Resiliency Plan

Source (\$ in Millions)	City's Eligible Payroll Expenses	City's PPE & Supplies	Watch Expand Assure Plan	Workforce Development	Housing Security	Small Business	Digital Inclusion	Total
Corona Virus Relief Fund	\$114.6	\$20.7	\$54.5	\$ 2.7	\$43.4	\$33.1		\$270.0
Other Federal Grants				\$10.0	\$7.01			\$17.0
General Fund				\$62.3		\$5.0	\$27.3	\$94.6
Total	\$114.6	\$20.7	\$54.5	\$75.0	\$50.5	\$38.1	\$27.3	

Agenda



- Define “Digital Inclusion”
- COSA Digital Inclusion Strategy Overview
- COSA Digital Inclusion Survey & Assessment Report
- ‘Connected Beyond the Classroom’ Project
 - Phase 1 – Proof of Concept
 - Phase 2 – Expansion

Define “Digital Inclusion”

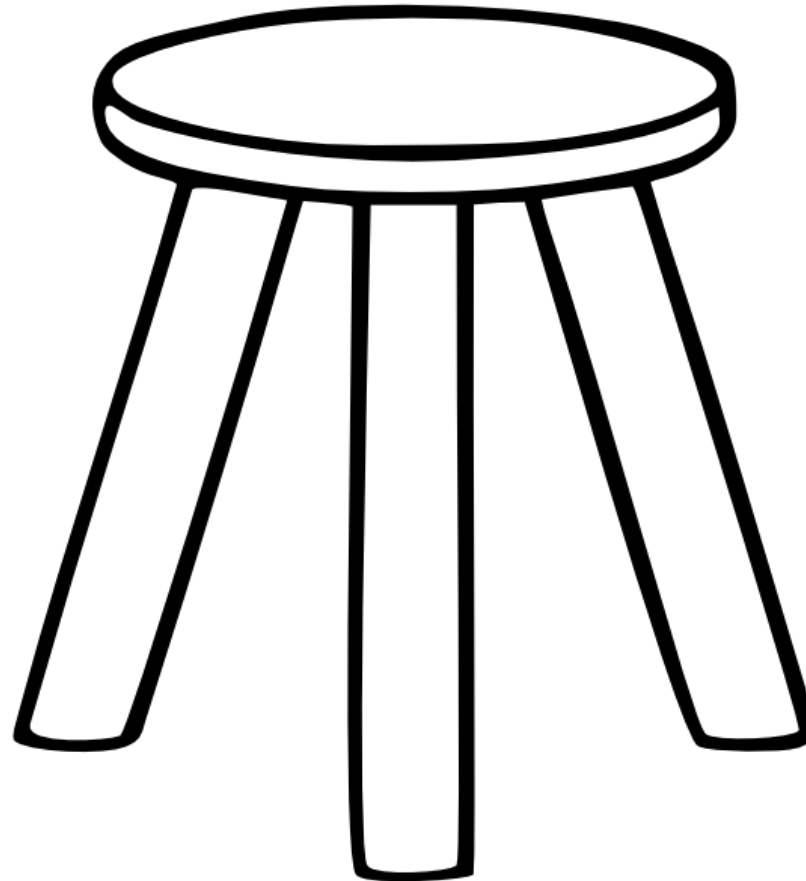
According to the National Digital Inclusion Alliance:

- *“activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs) through 5 elements:*
 - *1) affordable, robust broadband internet service;*
 - *2) internet-enabled devices that meet the needs of the user;*
 - *3) access to digital literacy training;*
 - *4) quality technical support; and*
 - *5) applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.”*

Three Legs of Digital Inclusion



Broadband
Internet
Access



Digital
Literacy

Access to Devices

COSA's Digital Inclusion Strategy



1. Digital Inclusion Survey & Assessment Report
 - Completed
2. Digital Inclusion Task Force
 - COVID-19 Focused Group Assembled
3. Digital Inclusion Resources Inventory
 - Ongoing
4. Digital Inclusion Efforts/Actions/Projects
 - Connected Beyond the Classroom

City of San Antonio Digital Inclusion



Digital Inclusion Survey & Assessment Report

Digital Inclusion Survey & Assessment



- ITC Presentation – June 2019
- Survey Launch – Dec 2019
- Survey Closed – Feb 2020
- Joint Effort:
 - City of San Antonio
 - UTSA
 - Bexar County
 - Digital Inclusion Alliance of San Antonio (DIASA)

Digital Inclusion Survey & Assessment



- 6,048 completed responses
- Average of 500 responses per council district
- 65 in-person efforts/events
- 200+ staff hours
- 15 stories, segments, or interviews



Digital Inclusion Report Insights

- Respondents reflected a knowledge of the value of digital connectivity
 - Internet Access = Opportunity
- Disparities exist across the board regarding digital inclusion for San Antonio residents
- Disparities shown from the Digital Inclusion report reflect confirmed racial/income inequities
- Disparities are tied to education, income, and where you live in San Antonio

Digital Inclusion Report Insights

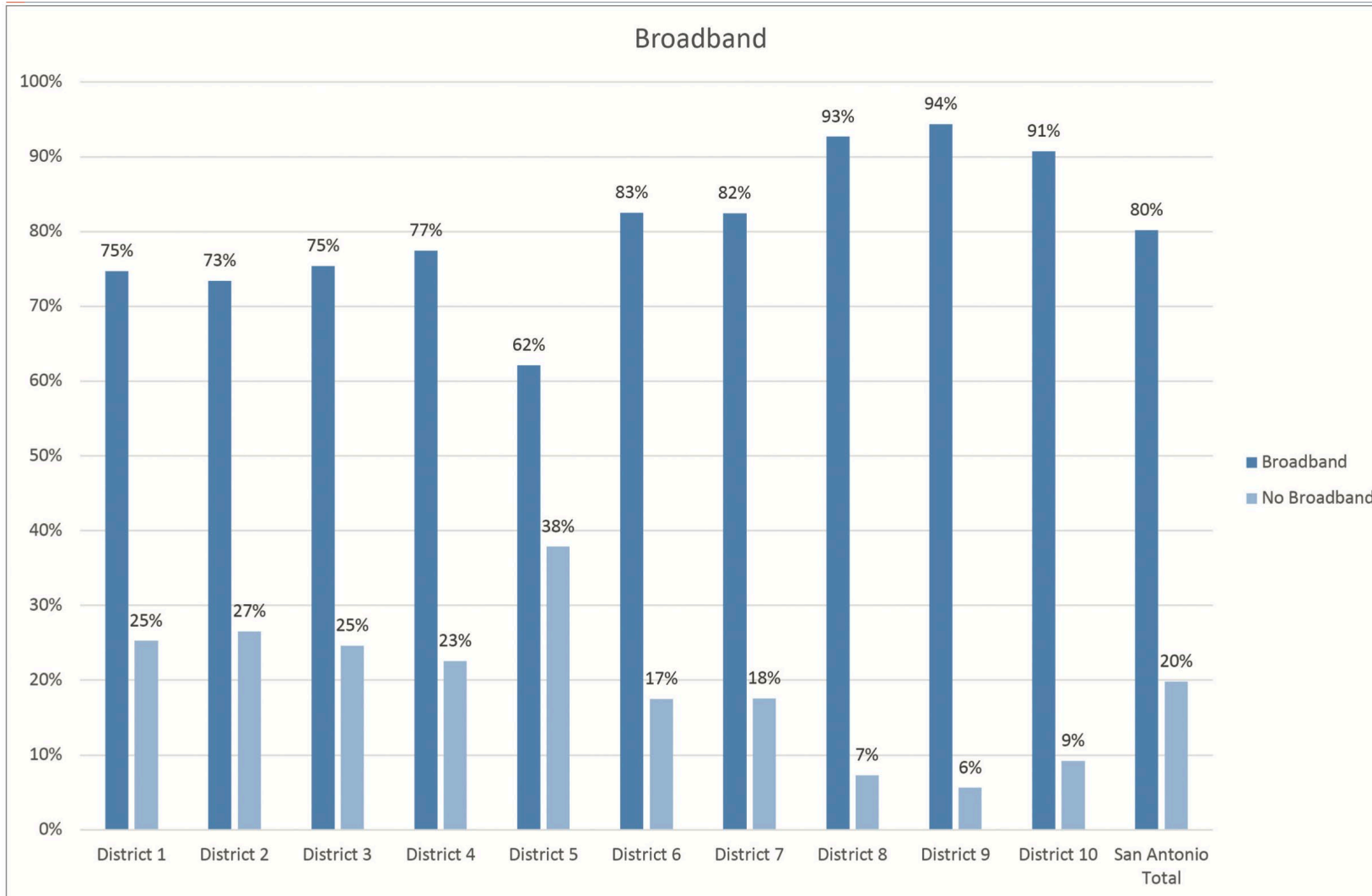


- Barriers:
 - Affordability
 - Access to Device
 - Unreliable Internet Connectivity
 - Safety/Privacy

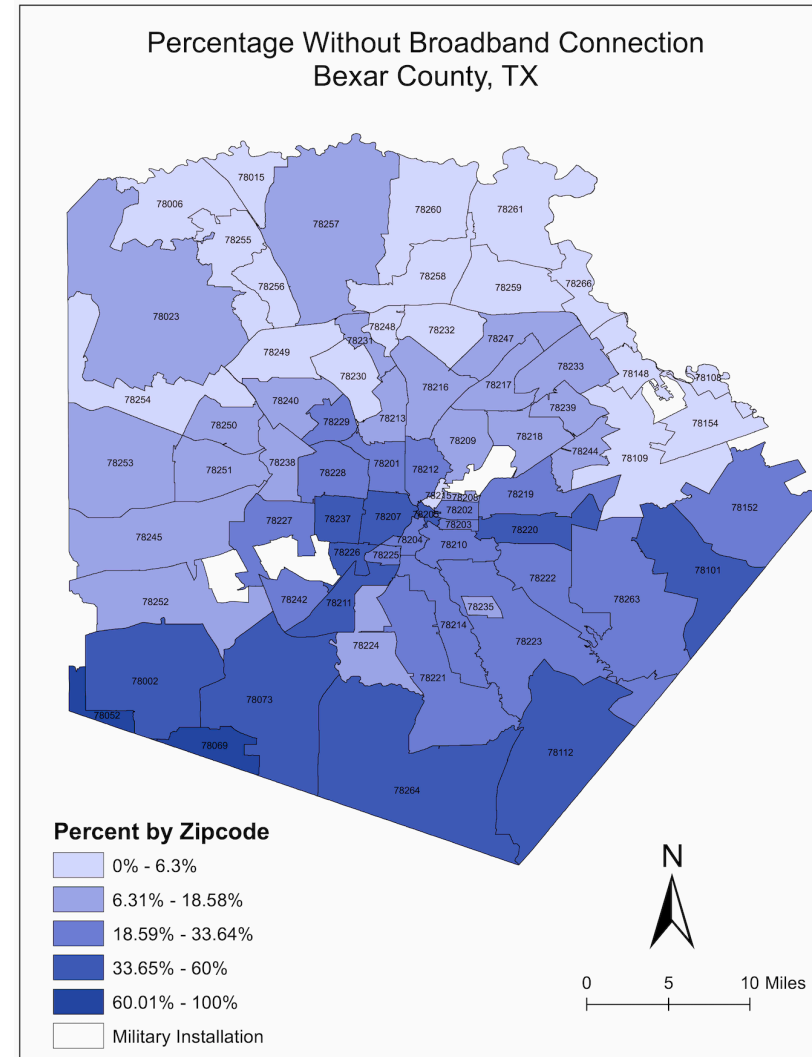
Broadband Internet Access at Home

- 81% In-Home Broadband Internet Access (City-Wide Avg)
- Council Districts 6 – 10
 - 82% - 94% in-home broadband
- Council Districts 1 – 5
 - 62% - 77% in-home broadband
- 32% difference between best and worst

Broadband Internet Access



Broadband Internet Access



Access to Devices at Home

- 97% Access to Smartphones (City-Wide Avg)
- 90% Access to Desktop/Laptop (City-Wide Avg)
 - *59% of households w/children are sharing*
- Council Districts 6 – 10
 - 93% - 96% desktop/laptop access
- Council Districts 1 – 5
 - 75% - 88% desktop/laptop access
- 21% difference between best and worst

Digital Literacy

- 83% Digital Competency (City-Wide Avg)
- Council Districts 6 – 10
 - 82% - 91% digital competency
- Council Districts 1 – 5
 - 77% - 84% digital competency
- 14% difference between best and worst

Digital Inclusion Social Impact



“The entire community must have access to the internet or preexisting disparities will only get worse. Embracing the goal of universal internet access is necessary to improve long-standing inequalities in communities that have long endured gaps in income, educational attainment, employment, housing, and health. Otherwise, leaders face the prospect of creating another category of disparities: digital inequality.”

- UTSA Policy Studies Center, DISA 2020

Digital Inclusion Report Cards



Digital Inclusion Survey & Assessment

CITY OF SAN ANTONIO

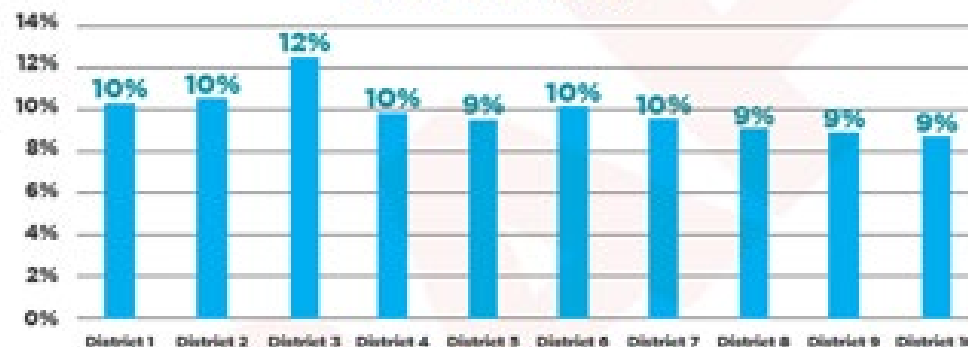
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84%

OVERALL SUMMARY

To fully understand the digital divide, the City conducted the first component of the strategy, a Digital Inclusion Survey & Assessment (DISA 2020) which produced a final analytic sample of 6,048 respondents. Overall, the distributions by race & ethnicity, age, education and income compare very well. A full probability provides a 95% confidence that results are within plus or minus 1.25% for the total county.

Council Districts



The following data points and graphs represent the confidence level and major findings for the City of San Antonio.

City of San Antonio Digital Inclusion



‘Connected Beyond the Classroom’
Digital Inclusion Project

Connected Beyond the Classroom



We propose to build a collaborative, citywide, multi-government agency network between the City and other governmental entities to expand fiber capability and student access in San Antonio, helping mitigate digital divide issues in our community, specifically for underserved student populations, K-12 and colleges/universities.

Expected Outcomes

- The development of a flexible distance learning network that aims to:
 - Provide in-home school system access for up to 20,000 students within the priority neighborhoods
 - Not be dependent on any one technology
 - Leverage collective capabilities and assets of all partners (vendor contracts, buying power, fiber, vertical assets, networks, etc.,) that can be applied within each neighborhood
 - Use multiple funding models to grow and sustain the network

Approach



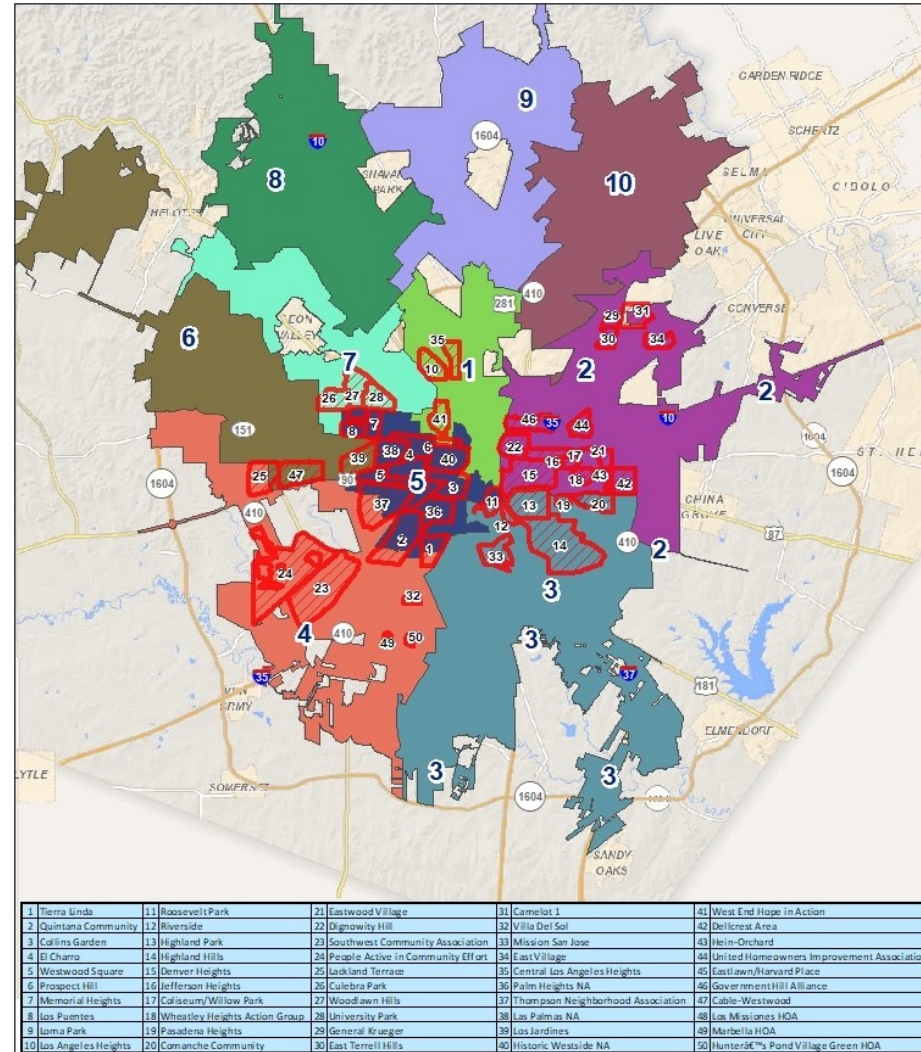
- Identify collective partner capabilities/assets in each target neighborhood
- Identify applicable technology solutions:
 - Mobile Wireless Broadband (AT&T, Verizon, T-Mobile, etc.,)
 - Wireline Services (Charter Communications)
 - Fixed Wireless Broadband Deployment (City/Partner wireless service)
- Focus on key neighborhoods in SAISD (24) and Edgewood (8)
- Focus on key neighborhoods in Harlandale (2), South San (3), Southwest (4)
- Focus on key neighborhoods in Judson (1), North East (3), Northside (5)

Top 50 Neighborhoods



- Identified by:
 - COSA Equity Atlas Maps
 - Digital Inclusion Survey & Assessment
 - American Communities Survey - Connectivity
 - Feedback from Digital Inclusion Stakeholders

Top 50 Neighborhoods



Project Overview

- Phase 1 – Westside Pilot/Proof of Concept
 - Six neighborhoods; Lanier H.S. feeder pattern
- Phase 2 – Replication of Efforts
 - Expansion of technology
 - Inclusion of more neighborhoods
 - Inclusion of more school districts
 - Full Deployment
 - Up to 50 high priority neighborhoods

Phase 1 – Westside Pilot/Proof of Concept



- 16 square mile area
- Lanier H.S. feeder pattern
- High Priority Neighborhoods Include: Historic Westside, Prospect Hill, West End Hope in Action, Las Palmas, Collins Gardens, and Los Jardines
- Current Partners Include: San Antonio ISD, Edgewood ISD, Alamo Colleges District (ACD), and Region 20
- Project Timeline (fiscal year): Q4 2020 – Q1 2021

Connected Beyond the Classroom



Phase 2 - Expansion

- Identify/assess considerations when replicating across other school districts and neighborhoods:
 - E-rate regulations
 - Technology concerns
 - Asset limitations
 - Funding approaches
 - Sustainability measures
- Project Timeline (fiscal year): Q2 2021 – Q4 2021

Summary

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