City of San Antonio

Agenda Memorandum

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Agenda Date: 10/27/2020

In Control: Innovation and Technology Committee

DEPARTMENT: Office of Innovation and Information and Technology Services Department

DEPARTMENT HEAD: Brian Dillard, CIO and Craig Hopkins, CIO

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Digital Inclusion

SUMMARY:

The purpose of this item is to provide the Innovation and Technology Committee with an update of the City of San Antonio's digital inclusion efforts.

BACKGROUND INFORMATION:

According to the 2014 to 2018, American Community Survey 5-year estimates, 23.4% of San Antonio households don't have access to broadband internet at home; which creates the digital divide between those residents who have the skills and internet access to fully embrace broadband, and those who do not making it clear that additional action to tackle the digital divide was needed.

In 2018, City Council took that action by approving the formation of a Smart Cities team within the Office of Innovation; that had as a main area of focus to work in collaboration with the Information & Technology Services Department of the City, the SmartSA partnership, the Digital Inclusion Alliance of San Antonio, and other key stakeholders to improve access to services for the community.

The Digital Equity Action Plan began Phase 1 in 2019, when the City of San Antonio led by the Office of Innovation, partnered with Bexar County and UTSA to develop and deploy the Digital Inclusion Survey and Assessment (DISA).

Digital Inclusion Survey and Assessment (DISA Phase 1)

The digital inclusion survey was implemented as a SA SpeakUp campaign that made the survey available from December 2nd to February 8th. The responses were aggregated by UTSA and used to create the Digital Inclusion Survey & Assessment (DISA) report. The findings of the DISA report were shared with ITC at the June 2020 meeting and can be found on the City's SA SpeakUp site. The final DISA report has and will continue to inform the collaborative and multi-faceted Digital Inclusion Plan (Phase Two).

Collaborative Digital Inclusion Plan (Phase Two)

COVID-19 has accelerated the need to take action now. The Connected Beyond the Classroom initiative within the Digital Inclusion Pillar of the COVID-19 Community Recovery and Resiliency Plan is a first, but major component of the overall collaborative digital inclusion plan to help facilitate distance learning for up to 20,000 K-16 students in 50 high priority neighborhoods. An update on the pilot phase of the initiative will be provided.

ISSUE:
Update on the City of San Antonio's Digital Inclusion Pillar of the Recovery and Resiliency Plan: Connected Beyond the Classroom.

ALTERNATIVES:

This item is for briefing purposes only.

FISCAL IMPACT:

This item is for briefing purposes only.

RECOMMENDATION:

This item is for briefing purposes only.