Topics for discussion

- Share overview of our effort and discuss Step 0 approach
- Discuss findings from initial interviews
- Align on high-level plans for survey outreach
- Outline regular check-ins and plan for Thursday’s DIASA Steering Committee meeting
- Share operations updates (Diane)
San Antonio & Bexar County Community Digital Equity Plan

**Deliverables**

- **Alignment across key stakeholders** on the objectives (e.g., focus areas, adoption levels, sustainable solutions)
- **Community-level map of the gaps** for broadband and devices across the county
- **Fact base on barriers to access** including availability, affordability, and adoption
- **Recommendations to close the gap** impacting households, students, older adults, veterans, workforce, telemed and the justice system
- **Roadmap and activation plan** with timelines, milestones, stakeholder roles, and required investment for key initiatives
- **Method to track and monitor progress and outcomes**
- **Buy-in from local partners** to ensure all committed to the strategy and execution

**Planning & alignment**

- Facilitate stakeholder interviews to align on shared goals and priority focus areas
- Research to understand status of the needed data:
  - Supply side: infra., speeds, costs
  - Demand side: household tech access, key barriers
- Engage local partners (incl. providers) to ensure buy-in

**Understand the fact base & needs**

- Conduct interviews and collect data to map infrastructure & understand address-level options
- Analyze barriers to access:
  - Run surveys / focus groups to identify key barriers to adoption
  - Partner with districts to analyze engagement and adoption rates
- Synthesize primary issues and identify highest priority areas to focus on

**Create a strategy to address the needs**

- Facilitate 1-2 workshops to assess technical & financial requirements and pressure-test solutions
- Recommend solutions and path forward for key topics:
  - Strategy and initiatives
  - Ongoing data tracking
  - Partnerships and procurement
  - Funding and polices
  - Leadership, stakeholder engagement, and activation plan

**Step 0** (4 weeks)

**Step 1** (6 weeks)

**Step 2** (4 weeks)

Evaluate and develop solutions impacting households, students, older adults, veterans, workforce, telemed and the justice system.
Digital equity plan to be framed across use cases, adoption barriers & enablers

**Overarching objective:**
*Digital equity and inclusion*

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**Use Cases**
- Education
- Workforce Dev.
- Civic Engage.
- Health
- Econ Dev.

**Barriers**
- Availability
- Affordability
- Adoption

**Enablers**
- Funding
- Policy & Reg.
- Data & Analytics
- Op. Model

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1. **Availability:** Broadband coverage, speeds and reliability
2. **Affordability:** Service and device pricing
3. **Adoption:** Digital skills / literacy, information sharing and trust building, set up support
4. **Funding:** Sources of public, private and philanthropic capital
5. **Policy & Regulatory Environment:** Service provider regulation, project permitting, right of way, etc.
6. **Data & Analytics:** Data from households, service providers, public sources and others across barriers to adoption
7. **Op Model & Partnerships:** Org. structure, capabilities, resourcing, coordination with stakeholders across sectors
Key success factors for the Digital Equity Plan and Roadmap

Building strong alignment on the objectives and principles that guide the work (e.g., what we are maximizing for)

Leveraging learnings and assets from efforts underway and avoiding trying to "reinvent the wheel"

Maintaining a data-driven approach, including quantifying the need / gaps in coverage today and assessing the costs and ROI of potential solutions

Engaging cross-sector stakeholders to draw from their expertise, understand their perspectives, and identify areas of alignment

Ensuring the strategic plan is well set up for execution and well connected to the group that will carry it forward (i.e., not a plan that will "sit on a shelf")
**Timeline and key activities**

### Phase 0: Planning and Alignment
- Inventory current state based on desk research, interviews
- Conduct interviews on current state, needs, objectives of coalition

### Phase 1: Understand the fact base and needs
- Engage local partners (e.g., providers) for buy-in, data sharing
- Conduct interviews to understand address-level connectivity options
- Run community surveys/focus groups to understand adoption barrier
- Partner with districts to analyze student engagement rates
- Collect access data, map infra. & identify rel. funding / legislation
- Refine fact-base across dimensions (avail., afford., adoption), including current state, goals, options, outstanding questions
- Synthesize primary issues, identify focus areas for coalition

### Phase 2: Create a strategy to address the needs
- Identify potential solutions, incl. technical & financial requirements
- Facilitate workshops and interviews to pressure-test options
- Recommend solutions and identify relevant local partners
- Assess go-forward op model across stakeholders, role of coalition
- Develop method to track and monitor progress over time
- Outline high-level activation plan incl. owners, timeline, resources

### Meetings/Read-outs
- Core-team check-ins (Tue)
- DIASA SteerCo (Thur)
- ITC Updates (3rd Tuesday)
- Broad Communications / Engagement *(Timing TBD, led by OCI)*

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**Legend: Activity type**
- **Synthesis & analysis**
- **Interviews & Stakeholder engagement**
Our analysis will consider several dimensions for each barrier to adoption

Baseline data

Efforts underway

Goals and objectives

Solution options and costs

Key stakeholders

Next steps
Our understanding of the context

The 2019 SpeakUp SA survey found that approximately 20% of San Antonio / Bexar County residents reported not having broadband at home, with significant variation in the rate of access across neighborhoods.

The survey found that affordability and gaps in education / trust are key barriers to access, cited by more than 60% of families who report having no access today, while structural infra. barriers impact a smaller subset of families.

Many efforts are underway to address aspects of the divide (e.g., Connected Beyond the Classroom, BiblioTech).

However, a more granular and comprehensive fact-base is needed, with data on broadband coverage (speed, costs), barriers to adoption, and resources available for each household, to better target solutions and coordinate efforts.

The Community Digital Equity Plan and Roadmap should not be monolithic, recognizing that what it will take to address key barriers to adoption and establish key digital use cases may vary by neighborhood and population.

Ensuring digital access is critical to driving equity and participation across a range of socioeconomic applications (e.g., workforce dev., telehealth). This, in turn, will drive economic growth across the San Antonio & Bexar County.

We are in a unique moment (e.g., upcoming ARP funding, Texas broadband planning) and with a strong plan we'll be well positioned to take advantage of the moment - advocating for greater digital divide funding and policy, and serving as a model for others.

Does this resonate? What is your perspective of what is currently underway and what's needed? What areas should we probe further?
Aim to engage cross-sector stakeholders to gather input

### Public Sector
- Local SA / Bexar government
- State leadership
- Relevant federal leads

### Private Sector
- Service providers
- Relevant industry leads
- EdTech leaders
- Private capital

### Social Sector
- DIASA
- Community groups, not-for-profits, & foundations
  - Youth Orgs
  - CBOs / Civic Engagement
  - Health Orgs
  - Cultural Orgs
  - Faith Based Orgs

### Communities
- Families
- Students
- Veterans
- Elderly

### Education
- ISD leadership
- Higher-ed leadership

### Topics for discussion
- Understand and learn from efforts underway
- Understand what's needed to close the digital divide and barriers to success
- Identify & collect relevant data
- Isolate potential funding
- Understand forward-looking priorities
- Align on what success looks like
- Identify additional stakeholders to interview

List of 150+ stakeholders identified (list shared separately)
Information to be gathered through 1:1s, focus groups / webinars and surveys
BCG & OCI conducting initial round of interviews over the next 2-3 weeks