



San Antonio & Bexar County Community Digital Equity Plan

Core Team Meeting Update

APRIL 6, 2021



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

Step **0** (4 weeks)

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

Step **1** (6 weeks)

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

Step **2** (4 weeks)

Create a strategy to address the needs

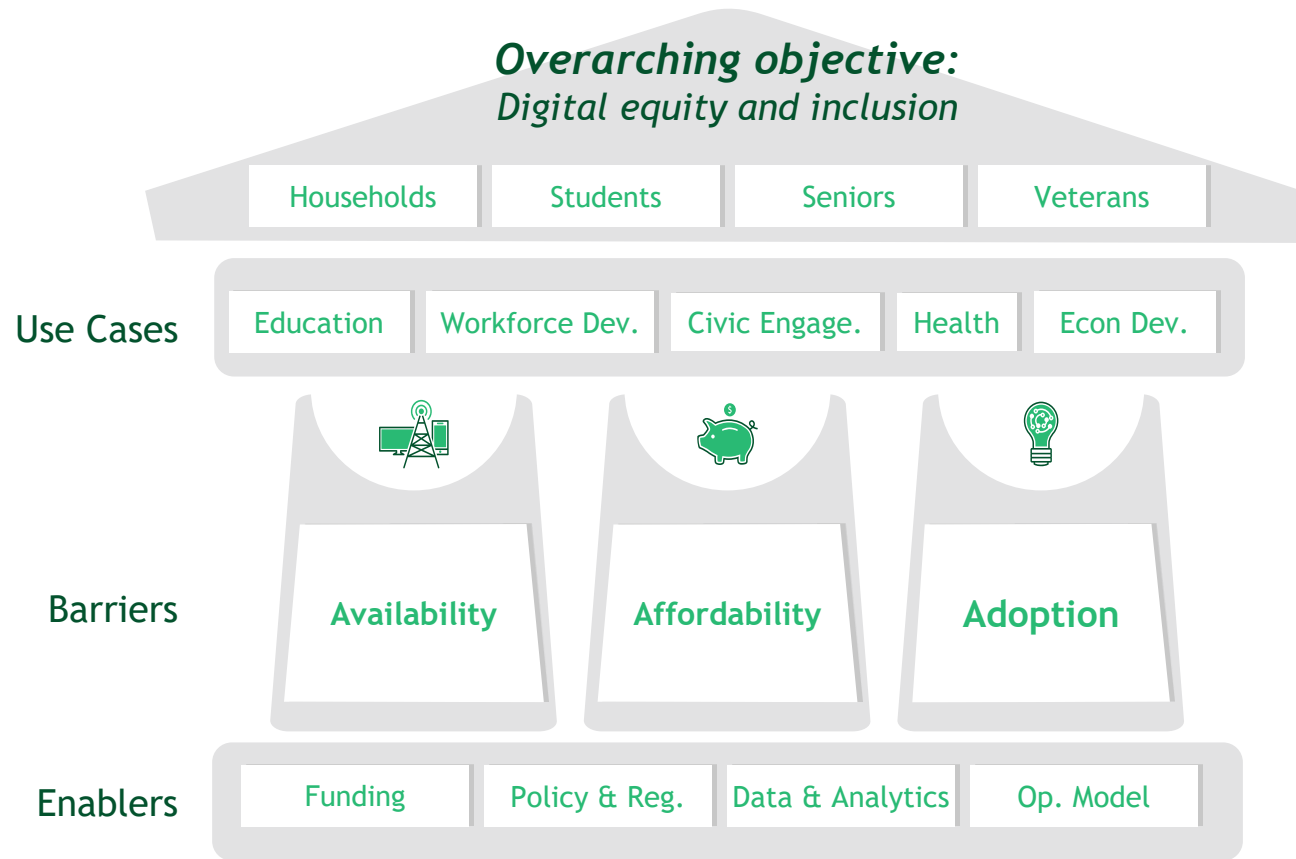
Facilitate 1-2 workshops to assess technical & financial requirements and **pressure-test solutions**

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

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



- 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

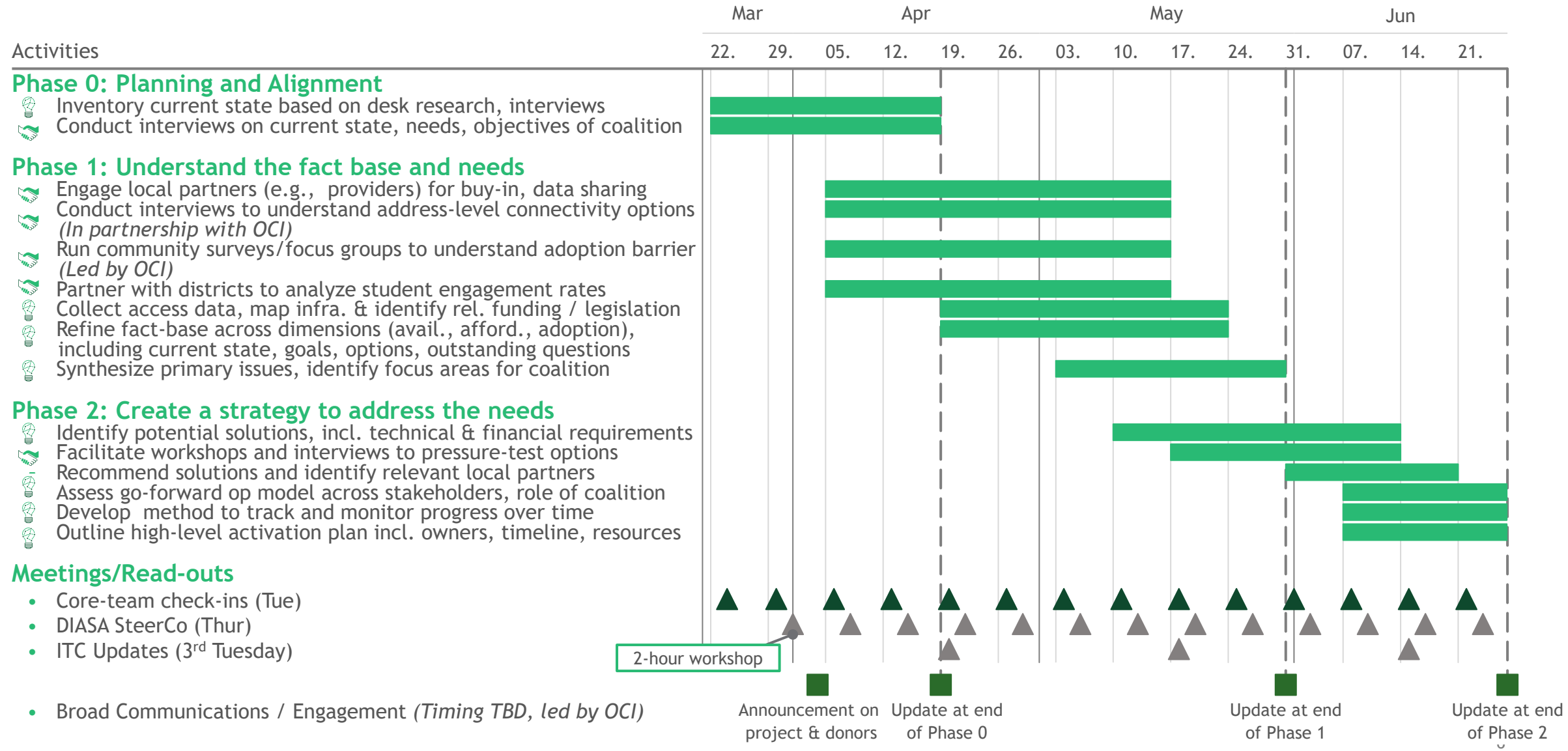
Engaging cross-sector stakeholders to draw from their expertise, understand their perspectives, and identify areas of alignment

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

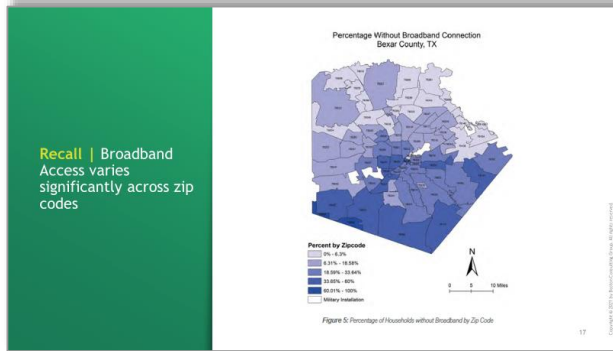
Legend: Activity type

- Synthesis & analysis
- Interviews & Stakeholder engagement

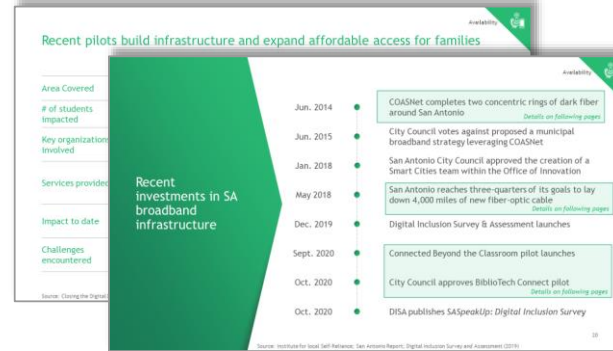


Our analysis will consider several dimensions for each barrier to adoption

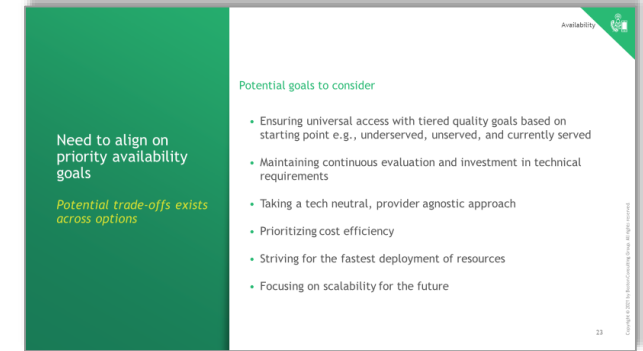
Baseline data



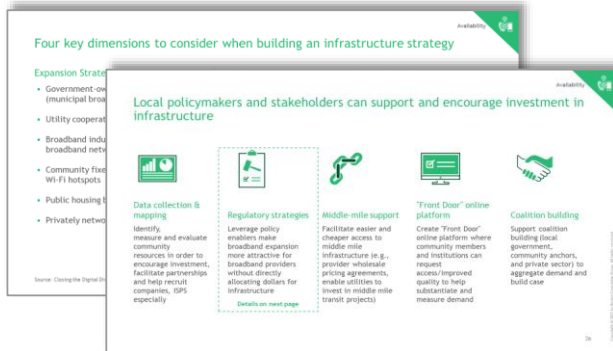
Efforts underway



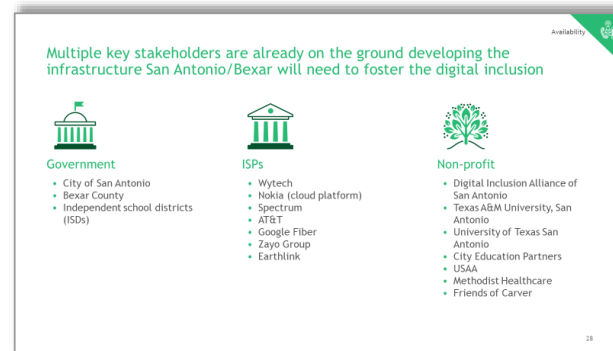
Goals and objectives



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

Education

- ISD leadership
- Higher-ed leadership

Private Sector

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

Communities

- Families
- Students
- Veterans
- Elderly

Social Sector

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

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*



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