SA Digital Connects is a public-private-community collaboration that developed the San Antonio and Greater Bexar County Digital Equity Plan.

We advocate for City/County officials to designate local, state, and federal funding for initiatives to close the digital divide.

We will track and report progress in un/under-served areas, impacting households, students, older adults, veterans, people living with disabilities, workforce, telemedicine, and e-justice.
Develop the Digital Equity Community Plan
Advocate for local, state, and federal funding for digital access and equity initiatives
Keep the community informed and engaged
Track key performance measures from the plan
Emphasize an equity-first approach
Pursue creative ideas to access more fiber for households

Receive or distribute local, state, and federal funds
Procurement for fiber
Distribute grants for devices or digital literacy
Implement the proposed digital access and equity initiatives
A broad coalition of public, private, and community partners have invested to develop a comprehensive plan.

Private and Public Sector initiated/funded + Community informed

140+ community organizations, businesses, school districts and institutions of higher education were engaged through interviews, an inventory survey, and focus groups.

Community Advisory Group of local digital leaders gave valuable input during weekly sessions.
THE ISSUE
1 in 5 San Antonio/Greater Bexar County households have barriers to access due to

- **Availability**: ≈ 50,000 households
- **Affordability**: ≈ 90,000 households
- **Adoption**: ≈ 130,000 households

The digital divide disproportionately affects households who are already disadvantaged.

Source: US ACS Census (2020); SASpeakUp (2019); BroadbandNow
The divide impacts underserved - those in the South, West, and East areas

Lack of Broadband Access by Census Tract (ACS) with City Council District Overlay

Lack of Broadband Access by Census Tract (ACS) with County Precinct Overlay

Source: US ACS Census (2020); SASpeakUp (2019)
Why does this matter?

Digital equity and access is foundational to reducing systemic inequities and driving the next generation of societal and economic development.

**Returns to individuals**
Expands opportunities and reduces inequities for individuals

**Returns to community & society**
Unlocks benefits across the community and society

**Returns to the economy**
Creates a $2.40 societal ROI for every $1 invested in digital access within 1-2 years, and annual GDP benefits
THE PLAN
# SA Digital Connects Goals:

<table>
<thead>
<tr>
<th>Components of access</th>
<th>Every household has ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability</td>
<td>Reliable access to internet at speeds of 100/100</td>
</tr>
<tr>
<td>Affordability</td>
<td>Quality internet options at annual cost no more than 1% of household income</td>
</tr>
<tr>
<td>Device Access</td>
<td>Connected devices for foundational applications</td>
</tr>
<tr>
<td>Adoption Support</td>
<td>The ability to comfortably access the internet</td>
</tr>
</tbody>
</table>

We will act with an equity-first mindset, focusing initially on the areas and population segments with the greatest need. We aim to achieve our goal by Dec. 2024
## Key Performance Indicators (KPI’s) Identified in the Plan

**Milestones to implement and achieve over the next 5 years:**

<table>
<thead>
<tr>
<th>Initiatives</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand infrastructure access</td>
<td>Encourage residential fiber at reliable 100/100 mbps</td>
</tr>
<tr>
<td>Enable access in affordable housing</td>
<td>Retrofit or install adequate connectivity</td>
</tr>
<tr>
<td>Support school-sponsored access programs</td>
<td>Expand school-centric connectivity/device programs</td>
</tr>
<tr>
<td>Expand low-income internet offerings</td>
<td>Connect residents to available low-income solutions</td>
</tr>
<tr>
<td>Distribute devices</td>
<td>Create systems to supply low-cost devices</td>
</tr>
<tr>
<td>Stand-up adoption support programs</td>
<td>Multi-channel campaigns to enroll residents in digital programs</td>
</tr>
<tr>
<td>Collect data &amp; track KPIs</td>
<td>Ongoing assessments and tracking plan in dashboard</td>
</tr>
<tr>
<td>Implement an effective operating model</td>
<td>Determine the model and procurement plan for implementation</td>
</tr>
</tbody>
</table>
Estimated Overall Investment Required to Close the Digital Divide

$500 - 600M over the next 3 years

Availability

≈$500M
Estimated cost per household for one-time fiber/other tech deployment and maintenance for broadband infrastructure

Devices

≈$35M
New computers, laptops, and tablets and ongoing repair/maintenance for 65,000 households

— Issued in grants to non-profit organizations from the City and County

Affordability

≈$40M
One-time adoption and ongoing digital literacy support for 130,000 households

— Issued in grants to non-profit organizations from the City and County

Adoption

$10,000 \times 50,000
Households that lack broadband access

Requires community participation in low-income activation campaigns/programs
NEXT STEPS
All stakeholders have a unique and important role in this process:

**City, county, state, and federal public officials:** prioritize and designate sustainable funding for the digital equity initiatives.

**Private sector:** champion the need for digital investment and implementation.

**Service providers:** ensure solutions are provided affordably and reliably (ex. speed and affordability).

**Community organizations:** elevate the needs of the community; points of contact to drive adoption and support digital skills.

**Educational entities (K-12, higher ed, libraries, workforce):** expand digital/tech curriculum; focal points for data collection.

**Non-Profits:** ongoing research, data collection, and execution of programming to close the digital divide.

---

**INFORM & INVEST**
- Public Sector
- Private Sector
- Community

**PLAN, ADVOCATE & TRACK**
- **SA DIGITAL CONNECTS**

**FUNDING ALLOCATION**
- City/County Elected Officials & Staff

**IMPLEMENTATION**
- City/County Broadband Procurement
- Device & Digital Literacy Grants
Keeping everyone informed and on track with the community portal: www.sadigitalconnects.com

Full plan and roadmap is available online: www.sadigitalconnects.com

A dashboard will be developed to track key performance measures from the plan

Additional resources: @sadigitalconx
The information found in this portal is intended for public use. It reflects work produced and provided by the SA Digital Connects team and community members starting in January 2021 to the present.

Some information will reflect the moment in time when the work was done. Data, funding, maps and assumptions may fluctuate in the everchanging digital ecosystem.